

THE HASHEMITE KINGDOM OF JORDAN



The Telecommunication Regulatory Commission (TRC)

Tender No. /2022

**Blocking/Unblocking Automation System (BUAS)**

Deadline for submission of Bids is at 12:00 Hrs. of / /2022

Deadline for purchasing the Tender documents is at 14:00 Hrs. of / /2022

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Blocking /Unblocking Automation System (BUAS) Tender No. ( /2022)

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## **SECTION I: Scope of the services**

The Telecommunications Regulatory Commission (TRC) was established by means of the Telecommunications Law No. 13 of 1995 and its amendments as an independent jurisdictional body tasked with regulating the telecommunications and information technology sectors.

In accordance with the Telecommunications Law No. (13) of 1995 and its amendments, TRC shall undertake the Licensee's commitment to offer the necessary facilities to the competent parties to implement any judicial or administrative orders originating from any other government entity.

TRC wishes to engage a specialized company with a substantial expertise in the design and implementation of a system to automate, configure, operate, and fulfill any required blocking/unblocking URL and the suitable management tools to facilitate TRC blocking/unblocking tasks.

### **The System should allow TRC to:**

- 1- Provide a complete intelligent automation of Blockage/Unblockage demands received by TRC, by extracting URL and websites' names from these demands and sending them to ISP contacts' list to implement Blockage/Unblockage demands on their networks.
- 2- Generate reminders to each ISP if the demand is not implemented properly, through a test held by the Blocking /Unblocking Automation System (BUAS) on each of ISP networks.
- 3- Generate automatic customized reports and dashboards.

## SECTION II: General Requirements

1. The Bidder must be registered as a Jordanian company with registered office and operations in Jordan.
2. The Bidder must prove the company/ experience in related projects for at least 5 years including implementing major projects with public entities, and team company capacity.
3. The Bidder shall be responsible for all implementation activities including: (installation, configuration, data storage and update, testing, training and delivering etc..).
4. The Bidder shall suggest a suitable mechanism for testing the results of performed blockage/unblockage operations on all internet service providers (ISP's) networks, and shall include the estimated cost of broadband subscriptions' fees for 2 years minimum.
5. The Bidder shall fulfill the requirement of all sections. Only the bidder who complies with all the criteria will be qualified.
6. The Bidder shall provide TRC with all the necessary documentation to describe the service and scope of work in details.
7. The Bidder must submit a draft project plan (subject to TRC approval) for the implementation in consistency with the time specified in the tender documentation.
8. Upon verification, evaluation/assessment, if in case any information including all documents furnished by the Bidder is found to be false/ incorrect, their bid shall be summarily rejected, the bidder will not be contacted for resubmittal.
9. The Bidder shall provide a solution that adheres with Information security best practices and standards, for instance: ISO 27k and related.
10. The system shall provide a web user interface with secured login/password access permissions, with multi factor authentication for minimum of 4 users and loggings utility for all activities.
11. The system shall be flexible to add/ edit/ remove users and log their access activities and store it in the system.
12. The system should be capable to add/ edit/ remove any ISP contact data.
13. The Bidder shall provide all expenses for all tasks and activities to accomplish the task in details, including final prices with and without taxation, and shall

specify items with taxation exemption, attaching all related exemption formal documents.

14. The bidder(s) shall provide A clause-by-clause statement of compliance matrix showing their proposed solution(s) compliance and/or non-compliance to each item specifications, requirements, and conditions. Failure to submit the requested compliance matrix will result in discarding the bidder proposal from evaluation.
15. The Bid prepared by the Bidder shall comprise the following components:
  - 15.1 Complete Bid Form and Price Schedule;
  - 15.2 Documents indicating that the Bidder is financially and technically qualified to perform the contract;
  - 15.3 Project Team CVs.
  - 15.4 Project Work Plan.
  - 15.5 A Bid guarantee bond

### **SECTION III: System Functions**

The (BUAS) System shall bear all the procedures related to the management of blockage/unblocking automation, the following list is what is expected from the automation process, but not limited to:

1. The system shall be able to upload documents of the following extensions (pdf, doc, docx, xls, xlsx and any related documents) received originally from governmental entities and shall be able to extract embedded URL's provided within the document body into a simple text.
2. The system shall be able to add the extracted and updated ISP's emails and contacts' data from a file of the following extensions (csv, xls, xlsx).
3. The system shall be able to provide the possibility to add or select ISP's emails manually and store them in the system.
4. The system shall be able to provide a main screen and give the ability to the users to select multi ISP's emails and send emails and log the results in TRC's mailing servers.
5. The system shall be able to create/or retrieve block or unblock requests' email template and add the extract embedded URL's to its content.
6. The Bidder shall implement the chosen mechanism for testing the results of performed blockage/unblockage operations on all ISP's networks.

7. The system shall be able to repeat the test for each ISP and store the result in the same page (dashboarding) within a customized certain interval, then to generate reminders upon failure status in the test result to each ISP and records/logs the results accordingly.
8. The system shall generate reminders to each ISP if the demand is not implemented properly on their network (failure status) within 24 hrs.
9. The system shall send reminders according to the following: after the first Fail result it shall wait a certain time determined by TRC, then send the first reminder, accordingly after the first interval a test to the network of this ISP will be issued from the system if the result is a Success the result will be stored in the dash board, but if it's a Fail a second reminder shall be send each 3 Hrs.
10. The system shall generate automatic customized reports and dashboards, for instance reports for analyzing blocked and unblocked websites demands.
11. The system shall generate the reports and dashboards quarterly, yearly and as required from the user with any format (pdf, doc, docx, xls, xlsx and any related documents).
12. The system's screen for the issuing reports in the system must have all the options that can be provided (the report format, the selection for the time interval, selection for a specific ISP, selection for results etc.)
13. The system shall have a clear and effective graphical interface.
14. The system's interfaces shall be in English and Arabic and provided through a web interface
- 15. The system shall enable the admins to:**
  - A. View status of the request (blockage/unblocking) directly from the web interface, for instance when it was sent, the results of tests on the ISP's networks etc. and issue instantly related reports according to selected options listed in the report screen.
  - B. Provide notifications when a reminder is sent for an ISP.
  - C. Reporting capabilities (e.g. statistics, utilization and forecasting, block/unblock status).
- 16. The system shall provide capabilities for the administrator to analyze:**
  - A. The number of requests with their final results after their tests.

- B. The status of a certain ISP performance (for instance how many reminders were sent for each demand, how many Fail results were received within certain number of demands).

## **SECTION IV: Hardware & Software**

5.1 The bidder should include details about both options (with hardware and without hardware), specifying the following:

5.1.1 Minimal hardware requirements to operate the system.

5.1.2 Recommended hardware specifications.

5.2 The Bidder's offer should include the fees and the cost of all required software licenses or subscription for the system.

## **SECTION V: Policies**

### **6.1 Implementation policy**

6.1.1 TRC will assign a focal point with the Bidder to follow up the implementation phases listed in the following points.

6.1.2 The winning Bidder shall hold a kick-off meeting with TRC's representatives at TRC premises after 2 weeks from the formal winning notification letter to discuss the initial project plan including the design documents and the approved workflow received from TRC.

6.1.3 The winning Bidder shall hold a meeting at its premises within 4 weeks after the kick-off meeting with 3 TRC's representatives for signing the approved Bidder's drafted project plan document (including the design, workflow, documentation etc..)

6.1.4 Within 60 days after the signing of the project plan document, the winning bidder shall begin the implementation activities including: (installation, configuration, data storage and update, delivering, testing etc..).

6.1.5 The Bidder shall hold the training for (4 TRC personnel) and go live at TRC premises for 10 days after finalizing the implementation activities, where the necessary actions from the Bidder shall be taken on the system according to the notes given from TRC's representatives.

6.1.6 TRC's acceptance committee shall sign the final acceptance document for the project.

## 6.2 Payment Policy

6.2.1 The Payment will be fully paid to the bidder after signing the purchase order with TRC and before starting the implementation of Project; on the other hand, the bidder shall provide a Bank Guarantee bond with same amount paid by TRC, this Bank Guarantee bond will be given back to the bidder at the end of the successful full implementation and acceptance of the project.

6.2.2 Prices shall be quoted on the following basis:

-Without sales tax and custom duties

-With sales tax and custom duties

-The successful bidder shall pay the due stamps fees of the total value of the contract.

6.2.3 The offered prices shall be considered to be inclusive of the packing and wrapping cost and delivery to TRC.

6.2.4 Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price quotation (except where it is allowed in the special conditions) will be treated as non-responsive.

6.2.5 Prices for goods and services which will be supplied shall be quoted in Jordanian Dinars (JD).

6.2.6 The Bidder shall provide detailed financial offer

6.2.7 Offers shall be provided in TWO formats namely: Hardcopy (two copies) and Softcopy.



## 7 Applicable Law

7.1 The bidder and the contract shall be governed by interpreted in accordance with the laws and Legislations of the Hashemite kingdom of Jordan and in the Jordanian related courts only. The bidder or supplier by participating in this tender process and providing related Offers acknowledge his/ their acceptance of these conditions.

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