

**OPEN FRAMEWORK AGREEMENT FOR
Digital Identity Activation Accreditation
Program – 16DT2024**

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1. Introduction:

This Document is considered a TOR for suppliers who find themselves Complying and adhering to all the Specifications defined to ensure the operating and governance of Activating Sanad Digital Identity

All companies are encouraged to participate, however only companies that meet mentioned requirements within this document will be allowed to deliver the service and after MoDEE verification and approval.

2. General Requirements:

2.1 Types of Stations:

- Fixed Stations المحطات الثابتة

Sanad Activating Stations that are in one place only.

- Mobile Stations المحطات المتنقلة

Sanad Activating Stations that are moving between venues (Malls, Hotels, Restaurants, etc.....)

Each supplier to determine that type of station provided as this directly affects the fees.

3. Service Framework and Guidelines

The following section describes the main deliverables for which the supplier should adhere by:

3.1 Roles and Responsibilities

3.1.1 Qualification Criteria

Supplier

- An active Registered Company

3.1.2 Visual Identity

Supplier

- Agent Branding (Sanad Uniform) considering MoDEE standards and Approval that suitable for working environment.

MoDEE

- Provide the logo to be printed on Uniform.

3.1.3 Human Resources

Supplier

- Provide all necessary labor force to operate the business of Activation needed to achieve the communicated target.
- Qualified Diploma as minimum and preferred Bachelors
- Provide the names of proposed agents for pre-approval process.

- Well-trained agents in Soft and Communication skills and Customer Care.
- Well-Trained agents in promoting Sanad Mobile application and its services, as well troubleshooting technical issues if any faced by citizens.

MoDEE

- MoDEE will Provide TOT and knowledge transfer to 10 Employees that is pre-defined and agreed on.

3.1.4 Technical Requirements

- Supplier is to Active Digital identity for Citizens by Approved Channels by MoDEE, defined below:
 - IRIS
 - Devices Provided and users are created by MoDEE.
 - Fingerprint Activation
 - Supplier to provide Laptops (Windows licenses) and SDK, except the Security & MDM & CSPD licenses it will be under MODEE responsibility.
 - Supplier should license all Devices\laptops OS.
 - Devices must be clean and free of Third-party applications (Performing a clean installation).
 - All users will be added to MODEE Azure Active Directory.
 - All users will be managed by Microsoft Intune (MDM & MAM) features.
 - All users will be protected by Microsoft defender for endpoint.
 - To utilize Fingerprint activation, supplier must purchase an SDK license for each device (license will be provide based on MAC address), it costs 400 JOD per device in addition to 16% sales tax and 0.6% رسوم طوابع واردات.
- Management system is governed by MoDEE
 - Agents profile management
 - Company (Service provider) profile management
 - Permissions management
 - Reporting and statistics
- Connectivity is to be provided by Supplier.

MoDEE

3.1.5 Operation Identity

- Provide periodical Action plan and propose the strategy used to reach the target, noting that the Timelines and plans including Government/Private sectors to be visited should be arranged and coordinated with MoDEE and those parties ahead of each Visit.
- Take into consideration that planning and executing the Roll out plan should be in accordance with MoDEE team and requirements and subject to its approval.
- Monitoring the agreed operation through system MoDEE system (s).
- The services provided shall be subjective to evaluation every three months or as MoDEE sees necessary.

4. Financial terms:

- Invoices shall be released monthly.
- Fees for Fixed Stations is 250 Fils /transaction and for Mobile Stations 1JD/transaction.
- For the total amount, MoDEE will deduct 5 Piasters per one activation with minimum 25 JD per device per Month.
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5. Others

- A contract shall be signed off between MoDEE and the supplier that is yearly renewed, however MoDEE reserves the right to end the agreement at any time if found necessary.
- The Agreement shall be with different Companies that fulfill the requirements mentioned.

6. Response Submission

Bidders must submit the proposal to this RFP to MoDEE during the working days of MoDEE to the following address:

Ministry of Digital Economy and Entrepreneurship

Tendering Department – 3rd floor

Ministry of Digital Economy and Entrepreneurship

8th circle

P.O. Box 9903

Amman 11191 Jordan

Tel: 00 962 6 5805642

Fax: 00 962 6 5861059

Proposals should be submitted in a well-sealed and wrapped envelope clearly marked, respectively, as follows:

- **“OPEN FRAMEWORK AGREEMENT FOR Digital Identity Activation Accreditation Program- Technical & Financial Proposal”**. This part (envelop) should contain one hard copy and 1 softcopy (CD) [in Microsoft Office 2010 or Office 2010 compatible formats].