Responses to requests for clarification

Deadline for bidder questions: 12 Dec 2019.

Responses below are for questions received by 12 December 2019 (not after).

Response by NCI: 19 December 2019. No more responses will be made after the 19th.

Company Name	Question	Date	Response
1	1.1 In the letter of invitation where it says deadline of submission "20 January 2020: Deadline for submission of technical proposals only (no financial proposal to be submitted at this stage) email submissions are accepted". Here, at the end, it adds email submissions are accepted. However, in the 18.2 it says "The Companies shall not have the option of submitting their Proposals electronically". 1.2 We would like to ask you if it is possible to send the technical proposal by email or if it is necessary to send the documents by post.	**Thu, Dec 5, 1:25 PM**	All submissions must be sent per the RFP requirements (hard copy) and not by email.
	2.1 Page 19 Section 15.1.4, Clause "The total available budget, exclusive of		The budget has to be estimated by the company according to the

2	indirect taxes, is given in the **Data Sheet**, and the Financial Proposal shall not exceed this budget.", would you please provide the total available budget?	Thu, Dec 12, 1:19 PM	RFP requirements. The RFP does not indicate any predetermined budget. This is a competitive bid based on both technical and financial proposals. The provision refers to the Fixed-Budget Selection evaluation method. The evaluation method for this assignment is not Fixed-Budget Selection, it is Quality-Cost Based Selection (see Data Sheet, Section 2.1). Therefore, these two provisions are not relevant for this assignment.
	2.2 Page 25 Section 27.2, Clause "In the case of FBS, those Proposals that exceed the budget indicated in Clause 15.1.3 of the Data Sheet shall be rejected.", Clause 15.1.3 doesn't include the budget.		The budget has to be estimated by the company and according to the RFP requirements. The RFP does not indicate any predetermined budget. This is a competitive bid based on both technical and financial proposals. The provision refers to the Fixed-Budget Selection evaluation method. The evaluation method for this assignment is not Fixed-Budget Selection, it is Quality-Cost Based Selection (see Data Sheet, Section 2.1). Therefore, these two provisions are not relevant for this assignment.
	3.1 Please elaborate more in regards to the ranking cycle.		The RFP explains service blocks and applications that are used to populate profiles of users and

3		**Thu, Dec 12, 11:56 AM**	their information from multiple sources. This information will be used as the basis to develop and implement metrics for users' accomplishments and performance, and hence ranking.
	3.2 Please elaborate more in regards to matchmaking.		The RFP explains service blocks and applications that are used to allow for searchability and matching between users. This is enabled by a wealth of data on each user as fetched from various sources or through JOIP itself.
	3.3 In regards to the following statement "Open-MATCH is a function used by NCI or a user which applies a JOIP algorithm to detect a match between two profiles. The algorithm can be used by JOIP to assign a match percentage between any two profiles and to provide this information for fee." Please elaborate more on the fees payment method, since we need more details if payment is done through the proposed solution.		There will be no fee payment functionality included as part of the scope, however it may be a future consideration. Therefore, an NCI-admin interface and backend should allow for user account management functionality, and which should be flexible to add additional functionalities like payment in the future.
	3.4 Please state the number of users from NCI who will be operating the system.		Up to 5 NCI users as admin. However, the number of admin staff of JOIP should be flexible and NCI should be able to assign additional admin staff as needed. This number does not

			include training of non-admin staff or outside users. The specifics of training and a training proposal should be proposed by the company and is evaluated competitively between the bidders.
	3.5 In regards to the integration, please state whether it's the vendors' responsibility to do the integration or to only provide the capability to do the integration in the proposed solution. And if it's the vendor responsibility, please provide more details including the legacy system, terms of integration and what data will be transferred from each party and any available details related to integration.		It is the responsibility of the companies responding to this RFP to do the integration of any APIs provided by third-party vendors. Reference to who and what is a vendor is defined in the RFP. Third-party vendors are different from the companies responding to the RFP. The integration would bring the full capabilities and information available through the APIs. For the specifics of integration, the companies should refer to documentation issued by the API vendors. The APIs are considered integral to the operation of JOIP and any functionality offered through the APIs should be considered an inherent and integral part of JOIP. Within the NCI, and in terms of legacy systems or IT related

			elements, there is a database of researchers (JOIP users) that has been developed as a static user information database. This database will be migrated into the new database structure of JOIP and as developed per the response to this RFP. All contents of the existing database will be migrated, checked, verified and cleaned as necessary. This database will be absorbed by JOIP and will cease to exist outside of JOIP.
4	4.1 Can we propose the Jordan eGovernment Cloud as an option for hosting the solution?		Refer to the RFP, JOIP is a standalone cloud that is hosted on a commercial cloud hosting provider and is offering its services not only to Jordanian citizens but also to individual users and international users from outside of Jordan. JOIP should be treated as a commercial product of the NCI.
	4.2 What are the training requirements, how many users should be trained, what are the required types of training?	**Thu, Dec 12, 11:04 AM**	Training should be provided to the NCI staff and other stakeholders as determined by the NCI. The specifics of training and a training proposal should be proposed by the company and is evaluated competitively between the bidders.
	4.3 The required maintenance period included in the scope of work is one		In the RFP, the 1-year support is indicated as Phase IV and the 2

	year, please confirm and what are the required on-site support, for how long.		years-support is indicated as Phase V. The specifics of maintenance and a maintenance proposal should be proposed by the company and is evaluated competitively between the bidders.
	4.4 Its mentioned in section 4.2.2 "Write the platform content...", please clarify if it's the vendor responsibility to do the data entry.		Content of JOIP includes any user interface, wireframing content, pages and forms' structure and content, and any text within JOIP, including pop-out dialogue, pages and menus, as well as help content and manuals for JOIP users and admin. It is the responsibility of the companies responding to this RFP to write all JOIP content and include it during implementation. Content generated through APIs are fetched from sources and associated/built into the JOIP database structure as well as the user interface.
	4.5 in section 6.3 the snag period (90 days), is it considered as part of the 1-year support.		The snag period is part of Phases I-III. Phases IV and V are separate.
	4.6 We assume that the detailed requirements are in place and will be given to the winning vendor within the first week of the engagement. If this assumption is right, please advise as to		The winning company of this bid will be provided with documentation that states the user need, expectation, or JOIP obligation from an NCI

PUBLIC

	what is the level of details is available and documented? Should we assume that your detailed requirements and processes and solution component documents are read for any developers to start building screens and reports then go into the testing? Or you expect from the vendor to go through detail requirements gathering and analysis, draw the processes, and prepare the SRS for you "JOIP" to review and approve so the vendor can then work on solution design document….etc. We need the answers with as much elaboration as possible please.		perspective not a software developer perspective. It is the responsibility of the company to develop software development documentation with written development and coding specifications including but not limited to any software design specification, data generation and aggregation, user cases, software test specification, software integration specification, etc. This includes acceptance criteria, rationale, reference (SD, SRS, RSK), priority, criticality, etc. All the above should be included as deliverables and should inform the technical part of the proposal of the companies responding to this bid. The company will work with the NCI PM Consultant who would provide user-side required clarifications needed for forming the solution. The company is not expected to meet with stakeholders or users. The PMC will provide quick answers. A focus should be given to intensive clarification sessions early to ensure that the company's efforts in writing the

PUBLIC

			development solution happens early and that all answers are addressed and integrated. This should sufficiently allow for a quick development cycle.
	4.7 Is section 6, its mentioned that the company shall complete Phases I – III within three months (3) months, we believe that such solution will require much more time to complete the required activities and the suggested timeline for Phase I – III looks very hard to achieve unless every detail to the level of the field of the screen is ready and documented and needs only development from day one assuming that there will be no dependency on the tasks to be run in parallel, we appreciate to elaboration on your assumptions and approach on how the solution can be delivered in the given timeframe.		Specifying and managing time is the responsibility of the company. Time depends on company capabilities and project planning and implementation. A shorter timeframe will be looked on favorably in the evaluation. However, the NCI will not entertain a Phases I-III timeline that is shorter than 3 months or extends beyond 6 months. Any proposed timeline below 3 months or above 6 months would be deem the proposal non-responsive.
	4.8 Can you elaborate more about all types of users and the expected number of users for each area.		Both numbers of expected individual and institutional users are stated in the RFP.
	4.9 please confirm that you are expecting to have a business intelligence reporting module emended within the proposed solution, and How many users are expected to generate the required ad-hoc or the self-service reports, and How many users are expected to view/interact with the generated reports.		A reporting functionality of the platform is expected as a design feature within each application proposed. Each user should be able to use the features of this reporting, and the admin staff should be able to access and generate platform-wide reporting, internally or made

			available through the JOIP interface. This is combined with overall site analytics and metrics.
	4.10 Please advise about the expected size of data that will be available over the platform.		Refer to the APIs proposed in the RFP as they indicate the data consumption expected. In addition to such data, the number of users expected, per the RFP, should be able to enrich the data with additional data-entry information relevant to the various applications proposed. The size of data should be a consideration in the scaling of JOIP and hence the company should assume responsiveness and scaling as an integral design requirement; and be taken into consideration in the database design and in all related data access, query and metrics' considerations.
	4.11 Please confirm, it is the NIC responsibility to allocate the training required resources (provision of training venue, site set-up, PC, office supplies, etc.)		The NCI will only provide the venue for the training and hospitality. All other elements of the training should be provided by the company.
	4.12 In CONSULTANCY CONTRACT, Country of Assignment should be defined as Jordan, please confirm.		Per the RFP, Jordan is the country of assignment.
	4.13 In CONSULTANCY CONTRACT section 6.02 Termination of the		At this stage, no negotiations on the contract template will be

	Contract by the Client "In any event, the Client may terminate the Contract at any time by giving no less than thirty (30) days prior notice to the Company", This clause is not acceptable as its fall under termination for convenience.		considered. The contract is a template, which, while it will form the starting point for negotiations, suppliers are expected to sign up to. Excessive deviations from the template may be considered administrative non-compliance and may be ground for rejection.
	4.14 In CONSULTANCY CONTRACT 6.05 Governing Law and Settlement of Disputes, to change the law and the arbitration rules to follow the Hashemite kingdom of Jordan laws.		See above.
5	5.1 Item 4 Scope of Services, Tasks (Components) and Expected Deliverables Page 69 "The Platform will have the ability to link to and exchange with existing database systems in Jordan and overseas." 5.2 How many Database systems will there be to link and exchange		Refer to the APIs proposed in the RFP which are linked to database systems. Such links and integrations are integral to the company's implementation of JOIP.
	Page 2.1 Terms of reference Item 1 page 66 Item 4 Page 69 5.3 In RFP mentioned to integrate existing systems, is there a current system will integrate now? 5.4 If yes how many systems will be integrated and what is the main data need to be integrated.	<mark>Thu, Dec 12, 11:01 AM</mark>	See above.

| | Page 2.1 Terms of reference
Item 4.2.1 page 66

5.5 Is there a need to use multiple dynamic charts to build CRM dashboards ?
5.6 Can you provide us with processes of CRM
5.7 What are the expected search and filtering
5.8 Will the solution include any financial transactions if yes can you elaborate
5.9 Can you send us sample of registration screens | | The company is charged with implementing a CRM solution in JOIP.

The CRM aspect of JOIP is used to implement a marketing strategy and to parallel a user journey. The company will be provided with this journey during implementation which will explain the various actions to be performed as part of the CRM processes including campaigns, reminders, and marketing actions. The company will use this journey to specify the processes of the CRM to be coded and the related admin-side actions.

The fees for 3rd party vendors offering APIs or hosting for phases I-III will be covered by the IT company, for future NCI will take responsibility of paying. A company bidding is encouraged to propose both software and service solutions and make recommendations from both a technical and cost perspective.
Costs of integration, discussions with the vendors, and any coding involved to perform |

| | | | integration is part of the company financial proposal.

However, the company is discouraged from offering a CRM service component solution that is costly, and hence may decide to award the work to a company that has offered a versatile and cost-effective CRM software component solution.

The NCI has examined various solution providers such as Pipedrive and would look favorably on a company that has the insight and capability to integrate it in a cost-effective manner.

The CRM solution has to work seamlessly with the various processes and data exchanges in the JOIP applications as well as with NCI admin user account management.

Payment and financial transactions are not considered part of the CRM solution. |
| | 6.1 In page 32, section18.6.1 Technical Proposal It is mentioned that "One (1) complete, signed ORIGINAL proposal, | | This requirement is for submitting both the first and |

6	clearly marked as the "ORIGINAL" proposal. (b) Three (3) unbound, complete, signed and exact copy of the original, clearly marked "COPY". (c)Three (3) bound, complete, signed and exact copy of the original, clearly marked "COPY". (d) One (1) complete, signed and exact ELECTRONIC copy" we ask if these number of copied shall be submitted twice in both "20 January 2020: Deadline for submission of technical proposals only (no financial proposal to be submitted at this stage) email submissions are accepted." And "12 March 2020: Deadline for the submission of revised/second technical proposal and financial proposal. Or only on 12 March 2020, please confirm.	**Thu, Dec 12, 8:10 AM**	second technical proposals as well as the financial proposal.
	In page 47, it is mentioned that "The Company is required to provide a letter stating confirmation of their acceptance to provide a Performance Security which will automatically be considered part of the Contract concluded with the Successful Consultant. Failure to comply will result in rejection of the proposal. The Successful Company will be required to submit the Performance Security within 30 days of the due date of start of performance of the contract.		The bond should be 100 % of the proposed contract value. Section 5.15bis has been adjusted to reflect 100% requirement.

	The amount of performance security will be 100% of contract value in the currency stipulated in the RFP. The Performance Security will be forfeited and en-cashed by the Client in the event of breach of contract. Failure to submit the performance security will result in the cancellation of the contract." Besides in page 105 it is mentioned that "5.15bis Performance Security The Company shall obtain (at their cost) a performance security (the "Performance Security") for proper performance in the amount of [Insert number] USD, corresponding to 10% of the Maximum Contract Amount. 6.2 The Company shall deliver the Performance Security within 30 days of the State Date. The Performance Security shall be issued by a reputable bank or financial institution acceptable to the Client, and shall be substantially in the form of Schedule" Please advise with the performance bond percentage		
	6.3 In Page 67 ,The Platform will offer access to the individual and organization users for free or a fee depending on fee-based service levels. Refer to further description in the		There will be no fee payment functionality included as part of the scope, however it may be a future consideration. Therefore, an NCI-admin interface and

PUBLIC

	Scope of Services Page 68 , Monthly or Annual Subscription Service – A fee paid by JOIP's individual or organization users to access JOIP, its web applications, digital services, or API. 6.4 Regarding the fee -user is it required to have payment module as part of the JOIP application, and if yes, please define the services that are required for the fee user as mentioned in page 68?		backend should allow for user account management functionality, and which should be flexible to add additional functionalities in the future like managing payment. The usage of each user profile however should be noted on each user page and is reported and monitored by the NCI admin. The purpose of this notation is to indicate how much subsidization the NCI is providing (by not charging fees). This involves no payment processing or invoicing.
	In page 70 Conducting workshops for stakeholders and potential users on the development and use of the platform. 6.5 Would the company be responsible of including the cost of conducting the workshops mentioned in this page, please define the number of workshops needed, and who will be responsible for the logistic preparation and cost, and number of expected audience per workshop.		NCI will be responsible for organizing the venue space and invitations for attendees as well as the hospitality involved. Any other costs are the responsibility of the company. Up to five workshops are expected.
	In page 70 Implement a country ID and data handling system for user, organization, and innovation processes		National ID is the same as country ID and it will be generated based on

PUBLIC

	such as grants, surveys and applications. 6.6 What is meant by country ID and what is the deference between it the mentioned National ID (e.g. page 116 in point 3 Matchmaking and referral) 6.7 Is it required to conduct workshop for the local users ? is there user outside of Jordan? Cost of workshop will be part of the company financial offer?		international standards and be linked to the relevant APIs. The specifics pertaining to the numerical coding of the proposed IDs' system of Jordan will be provided to the company. The point about workshops has been addressed above. No workshops are required outside of Jordan.
	In page 70 Implement and allow for seamless data exchange and integration with other information repositories and research and data systems, and support linking to data using various protocols (i.e., API). 6.8 The integration will be for the repositories that is defined in the RFP or the repositories and API s will be defined during negotiation phase? 6.9 Regarding the Service blocks described in pages 115-124 the information needs more details to be provided.		The outside data repositories are mentioned in the RFP and enabled through pre-defined APIs. Refer to the RFP.
	In page71 6.10 What is meant by the CRM portal, does JOIP have an existing system for the company to connect to it or not. 6.11 Please define the term "Sales assistance and communication"		Addressed above.

	6.12 Please explain if the mentioned with "Provide ongoing technical troubleshooting and related assistance, including a web based on-line help system for users. An online ticketing system?		
	6.13 In page 73 Manage the operational budget of the Platform including costs for cloud hosting		The cost fees for 3rd party vendors offering APIs or hosting for phases I-III will be covered by the IT company, for future NCI will take responsibility of paying.
	6.14 In page 53 it is mentioned that "It is essential that the Client move forward quickly to have the contract in place, per the Scope of Services. The Company's timelines to complete each Phase are critical to the Client. The Company shall complete Phases I – III within a maximum of one (1) year timeframe from date of contract execution. The Companies are however encouraged to propose a shorter timeframe which would be considered an advantage in the evaluation of the proposals. " and this contradicts with the mentioned in page "Company's' timelines to complete each Phase are critical to the Client. The Company shall complete Phases I – III within three months (3) months' timeframe from date of contract execution, and Phase IV to		Considerations for time in the implementation of JOIP has been addressed above.

	start after Phase III for a duration of one (1) year. Please provide the correct timeline."		
	In page 74 6.15 Will the launch take place inside or outside Jordan, who will cover the Cost of the launch logistics, please if it will be part of the company financial offer?		The NCI will cover the costs of a venue space for stakeholders launch and hospitality. Any other costs of the event such as presentations, documentation, and provisions of audiovisual equipment will be borne by the company.
	6.16 In page 75 The deliverables of the Assignment are an industry-standard JOIP platform, and comprehensive documentation and reports in English 6.17 In all the RFP, the Deliverables and document and communications are requested in English, will the platform be Bilingual (for interface and data content) or just in English language, please advice		The platform user interface and majority of database content will be in English. Some database fields will be bilingual such as user passport names. Some help menus content explaining the platform will be bilingual. The rest is expected to be only in English. However JOIP should be setup with the capability to become fully bilingual in the future. All documentation for admin and maintenance will be in English.
	7.1 Is building PaaS/SaaS cloud is included in the project? Or is the cloud infrastructure will be provided by the customer?		A third-party provider like AWS will be used and hosting fees to the vendor will be covered by the bidder. JOIP itself is a SaaS and the company is charged with developing and implementing

			JOIP as a SaaS. The NCI will not be providing any infrastructure. Only a backup solution of user data and JOIP's database is expected to be localized.
7	7.2 Which subscribing options are implied to use in the SaaS/PaaS platform?	**Thu, Dec 12, 1:36 PM**	JOIP as a SaaS will use APIs from third-party vendors. These APIs fees to vendors will be paid by the NCI as a subscription. JOIP, is currently, envisaged as a free SaaS model where its users will not be paying fees. In the future, the NCI may move to make JOIP a subscription for fee platform. The fees for 3rd party vendors offering APIs or hosting for phases I-III will be covered by the IT company, for future NCI will take responsibility of paying.
	7.3 What are the requirements to the billing system for the SaaS/PaaS platform?		There will be no JOIP user fee payment functionality included as part of the scope; however, it may be a future consideration. Therefore, an NCI-admin interface and backend should allow for user account management functionality, and be flexible in the future to add additional functionalities like payment.

JOIP however is enabled through the NCI using other SaaS/APIs. |

			For the JOIP NCI admin, an NCI-third party vendor billing management page should allow monitoring of JOIP's metrics on usage, instances, due fees, and timeline of payments. This is a management and not a payment page. It is used by the NCI admin to manage JOIP's own subscriptions and allow the NCI admin to understand the implications and prospects of individual and institutional JOIP users' consumption on JOIP (and help in JOIP determining to charge fees to its users in the future if it decides to charge fees).
	7.4 Could you please provide the full list of the third-party vendors/providers with which the solution in this project should be integrated within the scope?		They are included in the RFP.
	7.5 What is the scope of integration with the third-party services/providers?		The integration would bring the full capabilities and information available through the APIs. For the specifics of integration, the companies should refer to documentation issued by the API vendors.

7.6 What are the requirements for the integration with third-party services/providers? What are the requirements to license policy (policies) regarding the relations to the third-party provider?		See above.
7.7 Is the physical infrastructure of the cloud (i.e. servers, network, storages, etc.) is included in the project?		The fees for 3rd party vendors offering APIs or hosting for phases I-III will be covered by the IT company, for future NCI will take responsibility of paying. JOIP itself is a SaaS and the company is charged with developing and implementing JOIP as a SaaS. The NCI will not be providing any infrastructure. Only a backup solution of user data and JOIP's database is expected to be localized.
7.8 Is SSO system to be provided from one of the well-known vendors or should it be developed in this project?		Refer to the RFP.
Regarding information security issues: 7.9 Are the following appliances – WAF, firewall, antivirus – included in the project scope? 7.10 For cloud security is it implied that hardware-based security will		The RFP has provided a description of the expected cloud hosting provider (e.g., AWS, Azure). Selection between the two providers will fall to the company making a comparison per its JOIP development and making a recommendation to

	be provided in this project? First of all, is it necessary to integrate HSM ("hardware security module") in the cloud infrastructure? 7.11 Could you please provide concrete requirements to authentication techniques that are required in this project?		the NCI based on technical and cost grounds. This can take place during implementation. In light of the above, and in terms of the security solution, the specifics of cloud security and authentication methods, apart from those already addressed in the RFP like SSO, should be proposed by the company in the Technical Proposal and is evaluated competitively between the bidders. Refer to the RFP. This is a competitive evaluation element in the RFP and is factored in the requirements for the Technical Proposal.
	7.12 Is the document workflow requiring usage of digital signature? If yes, is there any existing digital signing service available for this project or creating of the digital signing service should be included in the scope of the project?		No digital signature is considered in this scope of work.
	7.13 What are the requirements to the SLA for the services that will be created and provided in this project?		Particulars of the SLA is dependent on the hosting solution, the APIs used and the work done by the company as a

			JOIP coder, database designer and implementer. There is an expectation that typical levels of service customary in SaaS offerings will be respected by the company in JOIP's development. The company should make a discussion and commitment in the Technical Proposal along with its proposed development cycles, testing and handover. This is a competitive evaluation element in the RFP and is factored in the requirements for the Technical Proposal. .
	7.14 What are the requirements to CRM system? What are the requirements to its integration to the portal?		This is addressed above.
	7.15 Portal: are any accounts for the users (private and companies) needed in the portal? Could you please describe the role model for access control for this solution?		Role-based access control will exist for the NCI staff as the overall administrators of JOIP. For institutional accounts (government or private companies), this access control is also important. 1-2 admin for each institutional account will be provided. In this bid there is no expectation for additional roles beyond administration, access to

			reporting and some CRM actions.
			The specifics of the access control model will be proposed by the company during implementation; however, the company is encouraged to explain its approach in the Technical Proposal.
	7.16 What are the requirements to the searching functionality?		Refer to the RFP service blocks and applications.
	7.17 What are the requirements to support?		Refer to the RFP.
	7.18 What the difference between 1-year support option and 2-year support option?		This is addressed above. The specifics of maintenance and a maintenance proposal should be provided by the company in the Technical Proposal and is evaluated competitively between the bidders.
	7.19 Is the DBMS will be used by the portal as a service or as a software component? What are requirements to the relevant DBaaS? Which DBMS system the customer prefers?		JOIP will operate its own database which will be populated from multiple APIs, and outside databases, and from user entry sources and processes run through JOIP applications. There is no preference for the DBMS to be a software versus service component. A company

			bidding for this is encouraged to propose both software and service solutions and make recommendations from both technical and cost perspectives. The fees for 3rd party vendors offering APIs or hosting for phases I-III will be covered by the IT company, for future NCI will take responsibility of paying. However the company is discouraged from offering a DBMS service solution that is costly, and hence may decide to award the work to a company that has offered a versatile and cost-effective DMBS software component solution.
	7.20 Is integration with payment systems required in the scope of this project? Which scope of integration is minimally enough to satisfy the requirements? Could you please provide full list of payment systems with which the integration should be made in this project?		There will be no fee payment functionality included as part of the scope, however it may be a future consideration. Therefore, an NCI-admin interface and backend should allow for NCI admin user account management functionality, and be flexible to add additional functionalities like payment in the future.
	7.21 What are the requirements to localization of the portal? Are there any requirements to localization of the other components of the solution?		JOIP is cloud hosted. There is no expectation to localize it apart form a data backup solution that each company is expected to propose in its Technical

			Proposal. The company is encouraged to propose a backup solution that allows JOIP's totality of information to be backed locally in the NCI. Such a backup is not expected to serve as a user access source but to only offer safekeeping.
	7.22 What is the exact amount of Performance Security? 100% (Form Tech-2, section D, page 47 of RFP) or 10% (Appendix 1, paragraph 5.15, page 105 of RFP)?		The requirement is for 100 %.
	7.23 Hope to get more understanding about general conditions as well as (especially) technical side of the project.		Refer to the RFP.
8	All the below mentioned questions are from Section 4.1 and 4.2 with Page Number – 78, 79 & 80 8.1 What are the existing database systems that are currently in use in Jordan and overseas?		Refer to the APIs proposed in the RFP which are linked to database systems. Such links and integrations are integral to the company's implementation of JOIP.
	8.2 How many web applications are part of the Platform as of now?	Thu, Dec 12, 5:19 PM	The JOIP service blocks and applications are to be implemented by the company as noted in the RFP.
	8.3 How is data populated in JOIP? Is it generated by the Platform's users		Data is populated in JOIP through API integration and

	or should be fetched from existing databases and other sources?		fetching from existing databases, as a result from data entry by the user, and due to processes performed by the user as part of JOIP applications.
	8.4 Are there any systems in place as of now where coordinating of grant management, matchmaking, etc., are being done?		There are no legacy systems apart from an existing researcher/user database that will absorbed by JOIP. All other systems are to be developed by the company per the service blocks and applications noted in the RFP.
	8.5 Can users from outside Jordan register and use the application? If so, should the user data be partitioned according to the country?		Registration and access to JOIP is allowed to all regardless of location. A database solution should be all-encompassing and versatile in terms of its design, accessibility, responsiveness, querying and reporting capabilities. Analytics on the user make up and user searchability is part of both the user and admin roles and interfaces including various criteria not just location. Refer to the RFP service blocks and applications.