

# Request for Proposal (RFP) for the Development of an Enterprise Resource Planning (ERP) System and Public Website for the National Fund for Enterprise Support (NAFES)

## 1. Introduction

The National Fund for Enterprise Support (NAFES) was established as a joint initiative between the Government of the Hashemite Kingdom of Jordan and the Government of Japan, and operates under the umbrella of the Higher Council for Science and Technology (HCST).

NAFES aims to enhance the efficiency and competitiveness of small and medium-sized enterprises (SMEs) in the private sector—locally, regionally, and internationally—by supporting institutional and financial development initiatives and delivering high-quality training programs.

The Fund provides cost-sharing support to cover part of the expenses for consulting services related to institutional development projects, in line with internationally recognized quality standards.

As part of its digital transformation efforts, NAFES seeks to engage a qualified technology partner to design, develop, implement, and support a fully integrated Enterprise Resource Planning (ERP) system and public-facing website, tailored to its operational needs and strategic goals.

This RFP outlines the scope of work, technical and functional requirements, and proposal submission guidelines for vendors wishing to participate.

## 2. Project Objectives:

- **Streamline Operations:** Automate core business processes across all departments to reduce manual effort and operational costs, with the flexibility to design and implement new processes as needed.
- **Enhance Data Accuracy and Integrity:** Centralize data management to ensure consistency, accuracy, and real-time availability of information, while ensuring the system is API-integration ready for seamless connectivity with other platforms.
- **Improve Decision-Making:** Deliver robust and dynamic reporting and analytics capabilities that empower users to make informed strategic and operational decisions effectively.
- **Increase Efficiency:** Reduce processing times for key activities such as application processing, fund disbursement, and monitoring.
- **Improve Stakeholder Experience:** Enhance the experience for both internal staff and external beneficiaries/partners through a user-friendly and efficient system.
- **Ensure Scalability and Flexibility:** Implement a system that can adapt to NAFES's evolving needs and future growth.
- **Strengthen Compliance and Governance:** Facilitate adherence to regulatory requirements and internal policies.
- **Integrate Existing Systems:** Seamlessly integrate with critical existing systems where necessary.

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- **Cloud Hosting:** The system must be developed and managed on a secure, scalable cloud environment that ensures easy access from any location, flexibility to scale as needed, and a high level of security and reliability.

### **3. Scope of Work & Functional Requirements**

NAFES seeks to implement a robust, user-friendly, and scalable ERP system that digitizes and streamlines its internal operations while enabling seamless integration with a new institutional website and internal email infrastructure. The following outlines the required modules and components:

#### **3.1 Human Resource Management (HRM)**

The HRM module should allow NAFES to manage all aspects of employee data and workforce operations, including:

- Employee profiles and organizational structure.
- Leave and Attendance Tracking: The system should support leave and attendance management with the capability to integrate seamlessly with time attendance machines.
- Recruitment workflows and onboarding processes.
- Performance Evaluation Tools: The system should include comprehensive performance evaluation features, including 360-degree feedback.
- Payroll.
- Notifications, approvals, and role-based access.

#### **3.2 Customer Relationship Management (CRM)**

The CRM module should enhance NAFES' ability to engage with stakeholders (e.g., SMEs, consultants, beneficiaries) through:

- Centralized contact and organization database.
- Lead and opportunity tracking.
- Communication history and notes.
- Task and activity assignment.
- Integration with marketing campaigns (email, SMS)

#### **3.3 Accounting and Financial Management**

This module will provide full visibility into financial transactions, budgeting, and reporting:

- General ledger, accounts payable and receivable.
- Budgeting and expense tracking.

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- Automated Reporting and Dynamic Dashboards: The system should provide automated reports and interactive, dynamic dashboards that allow flexible and customizable data visualization. Project-based cost allocation.
- Audit trail and compliance tools.
- Integration with procurement and HRM (e.g., salaries, vendor payments)
- Migration of historical accounting data from legacy systems
- Ease of creating new accounts and building a customizable chart of accounts

### **3.4 Project Management**

To support the planning and tracking of NAFES programs and consultancy activities:

- Project lifecycle management (initiation to closure).
- Milestones, tasks, Gantt charts, dependencies.
- Resource allocation and workload visibility.
- Budget and expenditure tracking per project.
- Document management per project.
- Alerts and real-time progress indicators.

### **3.5 Document Archiving & Digital Filing**

A centralized archiving system will reduce reliance on physical files and ensure accessibility:

- Secure storage of scanned and digital documents.
- Role-based access and permission levels.
- Tagging, search, and filtering.
- Version control and retention policies.
- Audit logs for regulatory compliance.
- Workflow Automation: Configurable workflows for approvals, data entry, and process automation.
- Document Management System (DMS): Integration for storing, retrieving, and managing documents related to beneficiaries, projects, and internal operations.
- Notifications and Alerts: Automated system notifications for key events (e.g., application status changes, pending approvals).
- Data Migration: Strategy and execution plan for migrating historical data from existing systems into the new ERP.
- Integration Capabilities: APIs or other mechanisms for integration with existing NAFES systems (e.g., website, payment gateways, external databases)

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### **3.6 Marketing and Communication**

This module should empower the NAFES team to communicate effectively with beneficiaries and stakeholders:

- Email campaign builder with templates.
- SMS campaign builder with templates.

### **3.7 Procurement Management**

This module should support the procurement lifecycle from vendor onboarding to purchase order management:

- Supplier/vendor registry and rating.
- Requests for quotation (RFQ) and tender tracking.
- Purchase order creation, approval, and tracking.
- Goods received and inventory entry.
- Integration with accounting and projects.
- Invoice Processing and Matching.
- Contract Management.
- E-Fawtra Integration.

### **3.8 Inventory Management**

This module should provide comprehensive tools for managing inventory levels, tracking stock movements, and optimizing stock availability, including:

- Real-time inventory tracking.
- Stock replenishment alerts.
- Warehouse management.
- Integration with procurement and accounting modules.

### **3.9 Best Practices**

All functionalities and processes should be designed and implemented following recognized best practices in the field to ensure high quality, efficiency, and compliance with international standards.

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## **4. Website & Email Integration**

### **4.1 Website Development**

A dynamic and multilingual (Arabic & English) website will serve as the public interface for NAFES, with:

- Institutional Overview (Upper Menu):  
The website's upper menu should include sections such as About, Mission, Team, News, and Forms to provide visitors with clear and easy access to essential organizational information.
- Program and service information.
- Application Portals for SMEs and Consultants (Login):  
The website should provide dedicated application portals with secure login access for SMEs and consultants to manage and track their service-related requests.
- Contact forms and newsletter subscription.
- Blog or resource library.
- Easy used CMS.
- Integration with ERP for:
  - Application tracking.
  - User accounts (SMEs, consultants).
  - Data submission to CRM/project modules.

### **4.2 Email Services**

The solution should include setup, migration, and integration of professional email services for the NAFES domain (e.g., user@nafes.org.jo), with:

- Webmail access.
- Integration with CRM & Marketing module.
- User management and security policies.
- Anti-spam, archiving, and backup policies.
- Compatibility with mobile devices and external clients (Outlook, Gmail).

### **4.3 Reporting & Dashboards**

The system should offer comprehensive reporting tools and data visualizations to support decision-making at all levels of NAFES:

- Customizable Reports with filters, parameters, and export options (PDF, Excel).
- Role-Based Dashboards tailored to different departments and user levels.

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- KPIs and Performance Metrics to track program effectiveness, spending, outreach, and beneficiary engagement.
- Real-Time Data Access and scheduled report automation.
- Visualizations such as dashboards, graphs, pie charts, and heat maps.

### **4.4 Hosting & Support Expectations**

The selected vendor must propose a hosting architecture and long-term support plan, with clear SLAs and security protocols

- **Architecture:** Cloud-based, the solution must be scalable, robust, and secure.
- **Technology Stack:** Propose a modern, widely supported, and secure technology stack.
- **Performance:** The system must be highly performant, capable of handling a large volume of transactions and concurrent users without degradation.
- **Usability:** Intuitive, user-friendly interface with a positive user experience (UX) design.
- **Accessibility:** Adherence to accessibility standards (e.g., WCAG 2.1 AA) where applicable.
- **Mobile Responsiveness:** The system should be accessible and fully functional on various devices, including desktops, tablets, and mobile phones.
- **Integration:** Ability to integrate with third-party systems via APIs (RESTful, SOAP) or other standard protocols.
- **Support for Arabic Language:** The system must fully support the Arabic language for both user interface and data entry/display.

### **4.5 Hosting Requirements:**

- Secure, scalable, and high-availability environment.
- Daily automated backups with defined retention periods.
- Disaster recovery plan and failover strategy.
- Data encryption at rest and in transit.
- Server and database performance optimization.

### **4.6 Support & Maintenance:**

- Minimum 12–24 months post-deployment technical support.
- Helpdesk or ticketing system for issue resolution.
- Regular software updates and security patching.
- Bug fixing, uptime monitoring, and database health checks.
- User training (technical and staff), manuals, and or video tutorials.
- Technical documentation.
- Vendors are encouraged to provide a detailed Gantt chart or work plan in their proposal, clearly indicating resources, timelines, and dependencies.

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### 5. Implementation Methodology

Proposers should outline their proposed implementation methodology, which should include, but not be limited to, the following phases:

- **Discovery and Requirements Gathering:** Detailed analysis of NAFES's current processes, challenges, and specific requirements.
- **System Design and Customization:** Development of detailed system architecture, module designs, and customization plans.
- **Development and Configuration:** Coding, configuration, and integration of the ERP modules.
- **Data Migration:** Planning and execution of data migration from legacy systems.
- **Testing:** Comprehensive testing, including unit testing, integration testing, user acceptance testing (UAT), and performance testing.
- **Deployment:** Go-live strategy and execution.
- **Training:** Comprehensive training programs for all levels of NAFES staff (end-users, administrators, IT support).
- **Post-Implementation Support:** Ongoing technical support, maintenance, and updates.

### 6. Deliverables:

The selected vendor will be responsible for delivering, but not limited to, the following:

- Detailed Project Plan and Timeline.
- Requirements Specification Document.
- System Design Document (SDD).
- User Interface (UI) / User Experience (UX) Mockups and Prototypes.
- Developed and Configured ERP System (all specified modules).
- Data Migration Plan and Completed Data Migration.
- Test Plans and Test Reports.
- User Manuals and System Documentation.
- Training Materials.
- Post-Implementation Support Agreement and Service Level Agreement (SLA).
- **Any source code related to this project and requested by the client, as the source code is the propriety for the client.**

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## 7. Proposal Submission Requirements:

Proposals must be submitted electronically in PDF format and should include the following sections:

- **Cover Letter:** A brief introduction to your company and your interest in this RFP.
- **Executive Summary:** A high-level overview of your proposed solution and approach.
- **Company Profile.**
- **Understanding of Requirements:** Demonstrate your understanding of NAFES's needs and objectives.
- **Proposed Solution.**
- **Implementation Plan.**
- **Project Team.**
- **Training and Support Plan.**
- **References.**
- **Cost Proposal (Financial Breakdown):**  
The proposal should include a detailed financial breakdown, outlining all costs associated with system development, implementation, integration, training, support, and any recurring fees.

## 8. Project Phases

The implementation of the ERP system and integrated website for NAFES is expected to follow the phases outlined below. Bidders are encouraged to propose a realistic and structured timeline corresponding to these phases, with completion targeted within **Three Months**.

Phase	Description
<b>1. Project Kickoff</b>	Initial meetings, team alignment, confirmation of scope, and workplan finalization.
<b>2. Discovery &amp; System Design</b>	In-depth requirements gathering, business process analysis, and UI/UX design planning.



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<b>3. ERP System Development</b>	Custom development of all modules (HRM, CRM, Accounting, etc.), including workflows, permissions, and validations.
<b>4. Website Development</b>	Development of a bilingual, responsive website with full integration to the ERP where applicable.
<b>5. Integration &amp; Testing</b>	System-wide integration between ERP modules and the website, with internal testing for functionality, security, and performance.
<b>6. User Acceptance Testing (UAT)</b>	Hands-on testing by NAFES staff to ensure the system meets functional expectations and reflects real-world workflows.
<b>7. Training &amp; Documentation</b>	Delivery of user training sessions, administrator manuals, and complete system documentation.
<b>8. Final Deployment</b>	Launch of the live system, including domain configuration, email setup, and handover.
<b>9. Post-Go-Live Support</b>	Ongoing technical support, maintenance, and optimization as per the agreed service level agreement (SLA).