REQUEST FOR PROPOSAL (RFP)	
Integrated Electronic System for Managing Training Operations - CRM	
RFP Reference No.	
Delivery Date	
Address	Amman Chamber of Commerce (ACC)

1. Introduction

Amman Chamber of Commerce (ACC) is a non-profit institution committed to advancing the commercial and entrepreneurial in Jordan through professionalism, transparency, and innovation.

As part of its strategic digital transformation, ACC has established the Training & Entrepreneurship Academy to deliver high-impact, specialized training programs in management, finance, marketing, technology, quality, and entrepreneurship.

To modernize operations and enhance service delivery, ACC seeks to implement an Integrated Electronic System that fully automates and digitizes all training lifecycle processes—from inquiry and registration to certification and analytics—while supporting blended learning (in-person and remote) and seamless integration with ACC's existing enterprise systems.

This RFP invites qualified vendors to submit technical and financial proposals for the end-to-end design, development, deployment, and support of this mission-critical system in accordance with the technical, functional, and legal requirements outlined in this Request for Proposal (RFP).

2. Objectives

The system shall:

- Digitize the full training journey: inquiry → registration → delivery → assessment → certification → reporting.
- Deliver a bilingual (Arabic/English), user-friendly experience for trainees, trainers, coordinators, and administrators.
- Support blended learning via a robust Learning Management System (LMS).
- Integrate with ACC's membership system (MRS), financial ERP system (TrioSuit), and national e-invoicing systems.
- Automate workflows, reduce manual intervention, and ensure data integrity.
- Provide real-time dashboards and KPI-based analytics for decision-making.

3. Scope of Work

The selected vendor shall deliver a unified platform comprising the following core modules:

1. Trainee Management Module

- Dynamic registration (members, non-members, employees) via customizable e-forms.
- Comprehensive trainee profile including:
    - National ID / passport linkage
    - Membership status (auto-verified via MRS)
    - Training history, attendance, performance, behavioral notes
    - Document upload (ID, certificates)
- Full journey tracking from inquiry to certification.
- Financial linkage (payments, refunds, sponsorships).
- All trainee registrations must be uniquely linked to the National ID (for Jordanians), or Passport Number (for non-Jordanians). The system shall validate and store this identifier as the primary key for the trainee's record across all modules.
- Upon entry of the company ID, the system must automatically query ACC's Membership System (MRS) to retrieve and display real-time membership status (Active/Expired), eligibility for member pricing, and renewal date—without manual intervention.

2. Trainer Management Module

- Detailed trainer database (qualifications, CV, specialties, past programs).
- Trainer scheduling and availability calendar.
- Performance evaluations (from trainees and admins).
- Personal dashboard for session management, attendance, and grading.

3. Program Management Module

- Flexible program templates with:
    - Bilingual titles (Arabic/English)
    - Objectives, duration, target audience, venue
    - Pricing (member vs. non-member)
    - Discount policies (group, community, members)

- Service satisfaction charter
- Linkage to content, trainers, assessments, certificates, and evaluations.

4. LMS Content Management

- Support for multiple formats: PDF, Word, PPT, Excel, video, external links.
- Interactive content: quizzes, polls, ...
- Integration with Zoom, Microsoft Teams, Google Meet.
- Access control by role/program.
- Usage tracking (views, downloads, time spent).
- Option to view or download content.
- The system must support integration with E-Fax services to enable secure transmission of official documents (e.g., certificates, invoices, approvals) to external stakeholders where required.

5. Attendance, Absence & Make-up Sessions

- Multi-method attendance capture:
    - QR code check-in
    - LMS login
    - Virtual session integration (Zoom/Teams)
- Automated make-up session assignment.
- Real-time alerts for repeated absences.
- Financial linkage for refunds or partial payments.
- The system must support formal workflows for deferral, withdrawal, and make-up requests, including:
    - Online submission by trainee or coordinator
    - Digital approval routing (e.g., coordinator → finance)
    - Automatic financial adjustment (refund, credit, or fee waiver) based on policy

6. Assessment & Exams Module

- Question bank with categorization (topic, difficulty, type).
- Competency-based mapping of questions to learning outcomes.
- Automated exam generation with configurable:
    - Duration, passing score, attempts
- Auto-grading, instant feedback, and comparative analytics (by trainer, cohort, program).

7. Live Training Module

- Scheduling of virtual sessions.

- Auto-invites via email/calendar.

- Session recording and storage.

- Attendance and engagement tracking.

8. Self-Paced E-Learning Module

- Modular course breakdown.

- Progress tracking per trainee.

- Micro-assessments after each unit.

- Automatic certification upon completion.

9. Certificate Management

- Customizable certificate templates per program.

- Embedded QR code for authenticity verification.

- Auto-generation upon meeting criteria (attendance ≥ 90%, assessment passed).

- Email delivery and portal access.

10. Reporting & Analytics

- Pre-built and ad-hoc reports on:

  - Trainee performance

  - Attendance trends

  - Assessment results

  - Revenue by program/member type

- KPI dashboards (enrollment rate, satisfaction score, completion rate).

- Export to PDF, Excel, CSV.

11. Notifications & Communication

- Automated alerts via email/SMS for:

  - Registration confirmation

  - Upcoming sessions

  - Assessment results

  - Administrative updates

- In-platform messaging between trainees and trainers.

12. User Roles & Security

- Granular role-based access control (RBAC) for:
  - System Admin
  - Training Coordinator
  - Trainer
  - Trainee
  - Finance Officer
  - Visitor
- Secure login with audit trail (user, action, timestamp, IP/device).

13. Mobile Application Specifications

The selected vendor shall develop native mobile applications for both iOS and Android platforms, delivering a seamless, secure, and feature-rich experience that mirrors the full functionality of the web-based CRM and LMS systems.

The mobile apps must serve trainees, trainers, coordinators, and administrative staff with role-based access and optimized workflows for on-the-go engagement.

1. Core Functional Requirements

- Role-Based Access:

  Users must log in securely with their institutional credentials. The app shall dynamically present features based on user role (e.g., trainee, trainer, admin).

- Push Notifications:
  Real-time alerts for:
  - Upcoming training sessions (in-person or virtual)
  - Assessment deadlines and results
  - Certificate issuance
  - Administrative announcements
  - Payment reminders or refund confirmations

- Biometric & Secure Authentication:

  Support for Face ID, Touch ID, and fingerprint login, in addition to standard email/password with multi-factor authentication (MFA) for admin roles.

2. User-Specific Features

For Trainees:

- Browse and register for available programs (with membership-based pricing)
- View personal training schedule and attendance status
- Access course content (PDFs, videos, quizzes)
- Submit assignments and view grades
- Download/share QR-verified e-certificates
- Make payments via integrated e-wallets, bank transfer, or cash (with receipt generation)

For Trainers:

- View assigned programs and session schedules
- Mark attendance via QR code scan or manual entry
- Upload session materials and resources
- Grade assignments and provide feedback
- View trainee performance dashboards
- Join virtual sessions directly from the app (via Zoom/Teams integration)

For Administrators & Coordinators:

- Approve registrations, withdrawals, and deferrals
- Monitor real-time financial and operational dashboards
- Trigger bulk communications (SMS/email)
- Manage user accounts and permissions
- Generate and export reports (PDF/Excel)

3. Technical & Performance Requirements

- Platform Compliance:
  - iOS app must comply with Apple App Store Review Guidelines
  - Android app must target API level 30+ and follow Google Play policies
- Security:
  - All data in transit encrypted via TLS 1.2+
  - Sensitive data (e.g., tokens, credentials) stored in secure enclaves/ keychain
  - Session timeout after 15 minutes of inactivity

- Remote wipe capability for lost/stolen devices (via admin portal)
- Localization:
  - Full Arabic/English support with instant language toggle
  - Right-to-left (RTL) layout for Arabic, including date formats, number systems, and UI mirroring
  - Dynamic content rendering based on user language preference

4. Integration & Interoperability

- Deep Linking:
  Support for deep links to specific content (e.g., accademy://course/123) from emails or SMS
- Calendar Integration:
  One-tap add to Google Calendar, Apple Calendar, or Outlook
- Video Conferencing:
  Direct launch of Zoom, Microsoft Teams, or Google Meet sessions from the app with pre-loaded credentials
- QR Code Scanner:
  Built-in scanner for:
  - Attendance check-in
  - Certificate verification
  - Access to exclusive content or promotions
- File Handling:
  Support for viewing and downloading common formats: PDF, DOCX, PPTX, MP4, MP3

5. Deployment & Maintenance

- Apps must be published under Amman Chamber of Commerce's developer accounts on Apple App Store and Google Play Store
- Vendor must provide signed APK/IPA files and assist with store submission
- Support for over-the-air (OTA) updates for non-breaking changes
- 12 months of post-launch bug fixes, compatibility updates (OS versions), and performance tuning

6. User Experience (UX) & Accessibility

- Modern, intuitive interface aligned with ACC's brand identity (colors, logo, typography)
- Consistent design language across iOS and Android (Material Design / Human Interface Guidelines)
- Support for WCAG 2.1 AA accessibility standards (font scaling, screen reader compatibility, color contrast)
- Dark mode support

14. Training Requirements

The selected vendor shall deliver a structured, role-specific, and hands-on training program to ensure that all relevant stakeholders at Amman Chamber of Commerce (ACC) can independently operate, manage, and maintain the Integrated Training Management System (CRM + LMS) upon project completion. The training must facilitate full knowledge transfer, promote user adoption, and enable long-term self-sufficiency.

1. Training Objectives

- Ensure all user groups can perform their daily tasks confidently and efficiently.
- Equip technical and administrative staff with the skills to manage system configurations, user roles, content, and integrations.
- Provide trainers and coordinators with the ability to deliver, monitor, and evaluate training programs using the platform.
- Establish internal capacity for basic troubleshooting, reporting, and routine maintenance.

2. Target Audience & Role-Based Training Tracks

The vendor shall design and deliver three distinct training tracks, tailored to the responsibilities of each user group:

System Administrators	IT staff, System Managers	• User & role management • System configuration & customization • Integration monitoring (ERP, MRS, e-Invoicing) • Backup, restore, and security settings • API management and error logging
Academy Coordinators & Finance Staff	Program managers, Registration officers, Finance team	• Program creation & scheduling • Trainee registration & profile management • Invoice generation & payment tracking • Attendance & deferral workflows • Certificate issuance & reporting
Trainers & Content Managers	Instructors, Curriculum designers	• LMS content upload & organization • Virtual session scheduling (Zoom/Teams) • Assessment creation & grading • Attendance marking (QR/manual/virtual) • Performance dashboards & feedback tools

3. Training Methodology & Delivery

- In-person or virtual instructor-led sessions (as agreed with ACC), supplemented by hands-on labs and real-world scenarios.
- Duration: Minimum 10 contact hours, distributed as follows:
    - System Administrators: 4 hours
    - Coordinators & Finance Staff: 3 hours
    - Trainers & Content Managers: 3 hours
- Materials: The vendor shall provide:
    - Customized, bilingual (Arabic/English) user manuals for each role.
    - Step-by-step quick-reference guides (PDF and printable).
    - Video tutorials (≤5 minutes each) for key workflows (e.g., "How to issue a certificate," "How to integrate a new trainer").
    - Access to a sandbox/test environment for practice during and after training.

4. Training Environment & Logistics

- Training shall be conducted on-site at ACC's premises in Amman or via secure remote access, based on mutual agreement.
- The vendor must provide all necessary training infrastructure, including:
  - Projected system demo
  - Access to training accounts in the live or staging environment
  - Digital and printed training materials
- ACC will provide trainees, training room, internet connectivity, and basic AV equipment.

5. Knowledge Transfer & Sustainability

- The vendor shall adopt a "Train-the-Trainer" (ToT) approach, certifying at least two (2) ACC staff members (one technical, one functional) as internal super-users capable of:
  - Conducting future onboarding sessions for new staff
  - Resolving common user issues
  - Updating training materials as the system evolves
- A knowledge transfer session must be held with ACC's IT and Academy leadership to document system architecture, integration logic, and escalation paths.

4. Technical Specifications

General Requirements

- Bilingual UI: Full Arabic/English support with instant language toggle.
- Responsive Design: Compatible with desktop, tablet, and mobile.
- Mobile App: Native apps for Android and iOS with offline access.
- Modular Architecture: Enables future expansion without system overhaul.
- Performance: < 2 sec response time; must support a minimum of 500 concurrent users with CPU utilization below 70%.
- Uptime: ≥ 99.5% availability.

Integration Requirements

The system must integrate with:

- ACC's Membership System (MRS)
- ACC's financial system (TrioSuite)
- National e-Invoicing Platform

- Payment gateways (e-wallets, bank transfer, cash)
- LTI-compliant external tools
- RESTful/SOAP APIs for secure data exchange

Security & Compliance

- Data encryption in transit (TLS 1.2+) and at rest.
- Two-factor authentication (2FA) for admin roles.
- RBAC with permission granularity.
- Daily/weekly automated backups with partial/full restore capability.
- ISO/IEC 27001 compliance.
- Audit log of all system activities.

Hosting

- Hosted on ACC's private cloud infrastructure.
- Vendor to provide detailed hardware/software specs for optimal performance.

5. Financial Module Requirements – CRM System

The CRM system must include a fully integrated financial management module that automates end-to-end monetary workflows—from trainee enrollment to trainer compensation—while ensuring seamless, secure, and auditable integration with ACC's ERP (TrioSuite) system and the National e-Invoicing Platform.

5.1 Invoice Issuance & E-Invoicing Compliance

- The system must auto-generate compliant electronic invoices upon trainee registration or program confirmation.
- Invoices must adhere to Jordan's National e-Invoicing Platform standards (Fatoora-compliant), including:
    - QR code for invoice validation
    - Unique sequential invoice number
    - Taxpayer ID (ACC's VAT registration number)
    - Itemized line items (program name, duration, price tier)
    - Clear distinction between member and non-member pricing
- Invoices must be issued in Arabic and English, with bilingual headers and legal disclaimers.
- The system must support multiple invoice types:

- Full program fee

- Partial payment (e.g., deposit + balance)

- Refund invoice (for withdrawals or cancellations)

- Sponsorship invoice (for corporate or institutional trainees)

5.2 Fee Collection from Trainees

The system must support multi-channel payment processing, including:

- Cash (manual entry with receipt generation)

- Bank transfer (with reference number tracking)

- E-wallets (e.g., Zain Cash, Orange Money, UWallet)

- Credit/debit cards (via integrated payment gateway)

Workflow Requirements:

- Upon registration, the system locks enrollment until payment is confirmed or a valid payment plan is approved.

- For group discounts or community rates, the system must auto-apply the correct fee based on predefined rules.

- The system must allow partial payments with configurable due dates and automatic reminders.

- Refunds must be processed through the same channel (where possible) and require dual approval (coordinator + finance officer).

- All transactions must be linked to the trainee's profile, program, and invoice for full auditability.

5.3 Trainer Compensation Management

- The system must calculate trainer fees automatically based on:

  - Program type (hourly, per session, or flat rate)

  - Attendance confirmation (minimum 90% trainee attendance required for full payment)

  - Performance evaluation score (optional deduction or bonus)

- Payments to trainers must be triggered only after:

  - Final attendance is locked

  - Trainee evaluations are submitted

  - Certification is issued

- The system must generate a Trainer Payment Voucher containing:

  - Trainer name, ID, and bank details

- Program name and dates
- Hours delivered
- Gross fee, deductions (if any), and net payable
- Digital approval workflow (trainer → coordinator → finance)

Note: Trainer bank details must be stored securely with encryption-at-rest and access restricted to finance roles only.

5.4 Integration with ACC's ERP (TrioSuite) – Required Parameters

The CRM must integrate bi-directionally with ACC's TrioSuite system via RESTful APIs using the following mandatory data parameters:

Invoice Creation	CRM → TrioSuite	Trainee ID, National ID, Membership Status, Program ID, Fee Amount, Payment Status Invoice Number, Date, Amount, VAT, Payment Method, Status (Paid/Unpaid)
Payment Confirmation	TrioSuite → CRM	Payment ID, Transaction Reference, Date, Amount, Channel
Trainer Payment Request	CRM → TrioSuite	Trainer ID, Program ID, Hours, Gross Fee, Net Payable, Bank Account
Membership Validation	MRS → CRM	Membership Number, Status (Active/Expired), Discount Eligibility

Technical Requirements:
- All API calls must use HTTPS with TLS 1.2+
- Authentication via OAuth 2.0 or API key with IP whitelisting
- Data payload in JSON format
- Error logging and retry mechanism for failed transactions
- Daily reconciliation report between CRM and TrioSuite financial records

5.5 Required Financial Reports (Built into CRM)

The CRM must include the following real-time, exportable financial reports:

1. Daily Revenue Report
   - Total income by payment method
   - Paid vs. unpaid registrations
   - Refunds issued

2. Program Financial Summary
   - Revenue per program (by member/non-member)
   - Cost breakdown (trainer fees, materials, overhead)
   - Net profit margin

3. Trainee Financial Status
   - List of trainees with outstanding balances
   - Payment history per trainee
   - Sponsorship vs. self-funded breakdown

4. Trainer Compensation Ledger
   - Pending vs. paid trainer fees
   - Total payments per trainer (monthly/quarterly)
   - Programs delivered vs. payment status

5. VAT & Tax Compliance Report
   - Taxable vs. non-taxable services
   - Total VAT collected (aligned with e-invoicing data)
   - Exportable for submission to tax authorities

6. Financial Reconciliation Report
   - CRM vs. TrioSuite transaction matching
   - Discrepancy alerts
   - Audit trail of financial adjustments

7. Program Budget vs. Actual Report:
   - Compare allocated budget (revenue and cost) per program against actual income (trainee fees) and expenses (trainer fees, materials, PRs, asset usage).

8. Commitment Tracking: Show financial commitments from approved PRs and pending trainer payments as "encumbered" amounts.

All reports must support filtering by date range, program, trainer, membership type, and be exportable to PDF, Excel, and CSV.

5.6 Financial Audit & Compliance

- Every financial action (invoice, payment, refund, trainer payment) must be logged in the audit trail with:
    - User ID
    - Timestamp
    - IP address
    - Before/after values
- The system must enforce segregation of duties:
    - Registration staff cannot approve refunds
    - Finance staff cannot modify program pricing
- All financial data must comply with Jordanian Accounting Standards and ACC's internal financial policies.

5.6 Academy Operational Cost Tracking & Asset Management

The CRM system shall support internal financial tracking of Academy operational costs and physical/digital assets, including:

- Ability to log and track Academy-owned training assets (e.g., laptops, projectors, licenses, software subscriptions) with fields for:
    - Asset ID, description, category, acquisition date, cost, vendor, warranty, location, and assigned user.
- Depreciation & Maintenance: Optional tracking of depreciation schedules and maintenance logs.
- Cost Allocation: Assign asset usage or operational costs (e.g., venue rental, printing, platform licenses) to specific training programs for accurate profitability analysis.

Rationale: Enables full cost recovery modeling and program-level P&L reporting.

5.7 Internal Procurement & Purchase Request Workflow

The system must include a digitized purchase request (PR) module for Academy-related expenditures, with the following features:

- Staff can submit purchase requests linked to a specific training program, asset, or operational need.
- Each PR must include:
  - Justification, estimated cost, vendor, required delivery date, and linked budget line (if applicable).
- Automated approval workflow based on amount and category (e.g., Coordinator → Finance Officer → Director).
- Integration with ACC's ERP (TrioSuite):
  - Approved PRs must generate a Purchase Order (PO) in TrioSuite via API.
  - PR status (Pending/Approved/Rejected/Fulfilled) must sync back to the CRM.
- Reporting: Track pending vs. executed PRs, spending by category, and vendor performance.

Rationale: Ensures financial control, auditability, and alignment with ACC's procurement policy.

5.8 Financial Management & Accounting System Requirements

1. Chart of Accounts & General Ledger

- Support for a flexible 9-level Chart of Accounts.
- Automated posting of all financial transactions to the General Ledger.
- Unlimited financial periods and years.
- Ability to close the financial year with opening balance carry-forward.
- Flexible period management and phased closures.

2. Asset & Custody Management

- Asset and custody definition with assignment to users or departments.
- Tracking of all asset and custody movements (additions, transfers, returns, adjustments).
- Asset disposal with automated accounting entries.
- Tracking of movable assets within the organization.
- Automated depreciation calculations using supported methods.
- Reporting on useful life, net book value, and annual depreciation.

3. Payables, Receivables & Cash Management

- Full management of Accounts Payable (Suppliers) and Accounts Receivable (Customers).
- Supplier and customer profiling linked to all transactions.
- Cash and petty cash management, including petty cash fund tracking.
- Management of prepaid and accrued expenses.
- Dedicated allocation and provision screens.

4. Financial Documents & Accounting Transactions

- Issuance of payment vouchers (cheque/bank transfer) linked to outstanding liabilities or purchase transactions.
- Automatic journal entries generated from operational activities.
- Account statements for suppliers, customers, and internal accounts.
- Bank reconciliation linked to payment and collection transactions.

5. Financial Reporting & Analytics

- Core financial reporting including:
    - Trial Balance
    - Financial Statements (Balance Sheet, Income Statement, Cash Flow Statement)
    - Budget vs Actual comparison reporting
- Financial dashboards and analytics.
- Export capability to PDF, Excel, and CSV.

6. Procurement & Inventory Integration

- Warehouse definition and financial linkage.
- Full inventory movement tracking (receipts, issues, transfers, adjustments).
- Inventory auditing using Barcode and/or RFID.
- Purchase request creation and Request for Quotation (RFQ) processing.
- Tracking, approval, and monitoring of Purchase Orders.
- Execution, preparation, and dispatch of Purchase Orders.
- Supplier Portal for bid submission, tracking, and archival.

- Management of supply contracts, guarantees, service & maintenance agreements, linked to financial commitments.

7. Compliance, Integration & Auditability

- Compliance with accounting standards applicable in the Hashemite Kingdom of Jordan.
- Real-time integration of all financial activities with the General Ledger.
- Full audit trail capturing timestamps, user actions, and before/after values.

6. Financial Requirements & Commercial Terms

6.1 Currency and Pricing

- All prices must be quoted exclusively in Jordanian Dinars (JOD).
- Prices must be all-inclusive, covering:
  - Software development (CRM + LMS)
  - Mobile application development (iOS & Android)
  - Integration with ACC's existing systems (TrioSuite, MRS, e-Invoicing Platform)
  - Customization, configuration, and localization (Arabic/English)
  - Training, documentation, and knowledge transfer
  - 12 months of post-go-live warranty and technical support
  - Any third-party licensing fees (e.g., Moodle plugins, mapping APIs, video conferencing SDKs)
  - Hosting compatibility assessment and deployment support on ACC's private cloud

Note: No additional costs will be accepted after contract award unless formally approved via a change order.

6.2 Financial Guarantees & Bonds

- Bid Security: 5% of the quoted price, submitted with the financial proposal (bank guarantee or certified cheque).
- Performance Bond: 10% of the contract value, to be submitted within 14 calendar days of contract award.

- Both instruments must be issued by a Jordanian-licensed bank and remain valid for the duration of the warranty period.

6.3 Intellectual Property & Ownership

- Full ownership of all deliverables—including source code, database schemas, APIs, documentation, and design assets—shall be transferred irrevocably to ACC upon final payment.
- The vendor warrants that all components are either:
  - Developed in-house, or
  - Licensed for commercial use with redistribution rights to ACC.
- ACC reserves the right to audit code and licensing compliance at any time.

6.4 Cost Evaluation Criteria

The financial proposal will be evaluated based on:

- Completeness of the cost breakdown (no hidden fees)
- Value for money relative to technical scope
- Clarity of integration and support costs
- Compliance with payment and bonding requirements

Proposals with incomplete, ambiguous, or non-compliant financial structures may be disqualified.

7. Deliverables

The vendor shall provide:

1. Fully functional web platform and native mobile apps (iOS & Android).
2. Integrated CRM + LMS with all 12 modules.
3. Secure API-based integration with ACC systems.
4. Customizable certificate templates with QR verification.
5. Comprehensive documentation:
   - Technical manual
   - Admin/user guides
   - API documentation
6. Training for at least 10 staff (admins, trainers, finance).
7. 12-month warranty including bug fixes and performance support.
8. Source code and full IP ownership transferred to ACC.

8. Legal & Commercial Terms

The selected vendor shall comply with the following legal, contractual, and compliance requirements:

8.1 Governing Law and Jurisdiction

This contract shall be governed by and construed in accordance with the laws of the Hashemite Kingdom of Jordan. Any disputes arising from the execution, interpretation, or breach of this contract shall be subject to the exclusive jurisdiction of the competent courts in Amman, Jordan.

8.2 Intellectual Property Rights

- All custom-developed software, source code, database schemas, APIs, user interfaces, documentation, training materials, and configuration logic created specifically for ACC under this project shall become the exclusive, irrevocable, and perpetual property of Amman Chamber of Commerce upon final payment.

- The vendor warrants that all third-party components (e.g., libraries, plugins, frameworks) are either:
  (a) owned by the vendor, or
  (b) properly licensed for commercial use, redistribution, and hosting in Jordan.

- ACC shall receive a royalty-free, perpetual license to use, modify, and maintain the delivered system, including full access to source code and integration logic.

8.3 Data Protection and Privacy

- The system may process personal data (e.g., National ID, passport number, contact details, financial records, training history). The vendor must ensure full compliance with Jordan's Personal Data Protection Law.

- All personal data must be:
  - Collected and processed only for ACC's legitimate training operations

- Encrypted at rest and in transit (TLS 1.2+ for data in transit; AES-256 for data at rest)
- Stored exclusively on ACC's private cloud infrastructure in Jordan
- Retained only for the duration required by ACC's data retention policy

- Biometric data (e.g., facial recognition templates) must not be stored unless explicit, documented consent is obtained from the data subject.
- The vendor must implement role-based access controls (RBAC) to prevent unauthorized access to sensitive data.

8.4 Confidentiality

- The vendor shall treat all ACC data, system architecture, member information, financial records, and operational procedures as strictly confidential.
- A Non-Disclosure Agreement (NDA) must be signed prior to contract award and remain in effect for five (5) years after project completion.
- The vendor shall ensure that all subcontractors and personnel are bound by equivalent confidentiality obligations.

8.5 Liability and Indemnification

- The vendor assumes full liability for:
  - Data breaches resulting from system vulnerabilities or misconfigurations
  - Financial losses due to errors in invoicing, payment processing, or trainer compensation
  - Non-compliance with Jordanian laws (e.g., e-invoicing, data protection, VAT)
- The vendor shall indemnify, defend, and hold ACC harmless from any third-party claims, damages, penalties, or legal costs arising from:
  - Intellectual property infringement
  - Breach of data protection laws
  - System failure causing operational disruption

- Proof of compliance with ISO/IEC 27001 must be provided as part of the technical proposal.

8.6 Compliance with Local Regulations

The vendor must ensure the system complies with all applicable Jordanian regulations, including but not limited to:

- National e-Invoicing Platform (Fatoora) standards
- VAT and tax reporting requirements
- Cybersecurity directives issued by the National Cybersecurity Center (NCSC)

8.7 Contractual Penalties

- Late Delivery: A penalty of 1% of the total contract value per day (capped at 25%) shall apply for delays beyond the agreed go-live date, unless due to force majeure.
- Critical Defects: If the system fails to meet core functional or security requirements after two remediation attempts, ACC reserves the right to terminate the contract and seek a full refund.

8.8 Force Majeure

Neither party shall be liable for failure to perform due to events beyond reasonable control (e.g., war, natural disaster, pandemic, government action), provided written notice is given within 48 hours of the event's occurrence.

9. Proposal Submission Requirements

Vendors must submit two sealed envelopes (or separate PDFs):

A. Technical Proposal

- Company profile and relevant experience (CRM/LMS projects).
- Detailed solution architecture and technology stack.
- UI/UX mockups or live demo link.
- Integration approach with ACC systems.
- Project plan with milestones (max 90 days).
- Resumes of key team members.
- Two client references for similar projects.

B. Financial Proposal

- Itemized pricing in JOD:
    - CRM development
    - LMS development
    - Mobile apps
    - Integration
    - Training & documentation
    - 12-month support
- Validity: ≥90 days

10. Submission Details

- Submit to:
  Amman Chamber of Commerce
- Subject Line:
  RFP Response – Integrated Training System – [Vendor Name]

Late or incomplete submissions will be rejected.

Amman Chamber of Commerce reserves the right to accept or reject any proposal, to negotiate with shortlisted vendors, and to modify or cancel the RFP process without liability.