

ACC, SUPPLY OF MEETING MANAGEMENT AND COMMITTEES SYSTEM





RFP Title	Supply of Meeting Management and Committees System
RFP Reference	
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Technical enquires	

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1. Introduction

Amman Chamber of Commerce (ACC) is a non-profit organization dedicated to serving its members with professionalism and empowering them to the highest standards of transparency, integrity, and credibility. Operating within a pioneering business environment, ACC fosters innovation, promotes participation, and encourages mutual respect to achieve member satisfaction.

2. Purpose

This RFP invites qualified vendors to submit proposals for the supply and implementation of a Meeting Management and Committees System. The system should modernize the mechanisms for managing meetings and committees, document topics and decisions, and enable follow-ups through a comprehensive electronic platform compatible with modern audio, video, and other meeting technologies.

3. Scope of Work

The scope of work should cover the key stages, activities, and deliverables of the project. Vendors are required to prepare their proposals meeting both the functional and technical requirements of the proposed solution and implementation services along with the operations & maintenance phase for the application.

3.1 Meeting and Committee Management Features

- Plan meetings, prepare agenda items, and schedule in-person or virtual meetings integrated with platforms like Zoom, Microsoft Teams, and Google Meet.
- Send invitations, confirm attendance, and record member participation.
- Document meeting minutes (MOM) and follow up on decisions made during meetings.
- Share and modify meeting agendas with committee members, including real-time updates.
- Provide remote access for committee members to review and update meeting details anytime, on any device.

- Secure password encryption for database protection with robust encryption protocols.
- Allow members to comment on decisions using all available communication channels with tracking and audit capabilities.
- Provide access, sharing, and downloading options for meeting files and attachments with secure permissions.
- The system should offer a feature to consolidate all session attachments into a single, well-organized repository for easy access and reference, functioning like a folder that contains all documents associated with a specific session.
- Enable automatic or manual signing of MOMs, with digital signature support and printing options if required.
- Notify members and participants via SMS or email or through WhatsApp based on assigned permissions and roles.
- The system can allow users to navigate to the next page without requiring all fields on the current page to be completed.
- The system must clearly display any edits made by relevant parties to the agenda or meeting minutes, ensuring all changes can be tracked.
- Simplify searches for subjects, meetings, and MOMs for past and upcoming sessions, including advanced filters and keyword search.
- The system must replace the traditional folder (FOLDER) structure with a dynamic classification system that categorizes decisions based on their type (e.g., financial decisions, board-related decisions, general assembly decisions, etc.). It should also grant the Council Affairs Unit the ability to create and manage new classifications as needed. Furthermore, the system should support hierarchical sub-classifications (SUBFOLDERS) To enable more detailed classification, such as grouping financial support decisions for a specific union under the broader category of financial decisions.
- The system must include an advanced search feature, enabling users to search for meeting minutes, attachments, session dates, and decisions. Search functionality should support:

- Keyword search across all uploaded documents and records.
 - Filters to refine results based on specific criteria, such as date range, type of document, committee name, or decision status.
 - Advanced filtering options for combining multiple criteria (e.g., searching for decisions made within a specific date range and related to a particular committee).
 - Full-text search within meeting minutes and attached files.
 - Highlighting of matching keywords within search results.
 - Ensure decision confidentiality and proper archiving of MOMs with role-based access.
- To simplify board's decision tracking and follow-up, the system should include a feature to assign statuses to decisions, such as "Issued," "In Progress," or "Completed."
 - The system must enable tracking of decision status with timestamps and dates, allowing for effective monitoring and categorization of decisions by their current status.
 - Manage user permissions, configure committees and meeting structures, and customize access levels.
 - Generate detailed reports and statistics with options to export them in Excel or PDF format.
 - The system should allow the generation of reports that filter decisions by their status (executed, under follow-up, or not executed, ...). These reports should be exportable in table format and include the following fields:
 - Session number
 - Session date
 - Decision number
 - Decision text
 - Actions taken (in sequence)
 - Decision status (executed on time, delayed with a reason provided if applicable)

- The system must provide robust support for managing and displaying multiple tables related to board and committee decisions. These tables should cater to different decision statuses and tracking needs, including but not limited to:
 - Executed Decisions Table:

This table should list all decisions that have been successfully implemented. It should include details such as the decision number, session number, implementation date, and any relevant remarks or updates.
 - Decisions Under Follow-Up Table:

A dedicated table to track decisions currently in progress. It should show the status of follow-up activities, the assigned department or unit responsible, the expected completion date, and any obstacles encountered during implementation.
 - Unexecuted Decisions Table:

This table should capture all decisions that have not been implemented within the defined timeframe. It should be designed for presentation to the board, enabling them to review these decisions and take the necessary corrective actions. Key fields might include the decision number, session details, responsible parties, reasons for non-execution, and proposed recommendations.
 - Decision Tracking Table:

A comprehensive tracking mechanism that specifies the timeframe for the implementation of each decision. This table must allow for:

 - Categorizing decisions based on the departments, units, or committees responsible for execution.
 - Monitoring whether decisions were implemented within the allocated time or exceeded the permissible timeframe.
 - Providing reasons for any delays, along with justifications and updates on corrective measures.

- Highlighting critical or overdue decisions to prioritize follow-up actions.

Additionally, all tables should allow dynamic filtering, sorting, and exporting functionalities to ensure ease of access and usability. The data should be presented in a user-friendly format with options to generate detailed reports or summaries for management review.

3.2 General System Features

- Web-based and cloud-compatible architecture.
- Responsive design for web and mobile applications.
- Multilingual user interface (English, Arabic).
- Mobile app compatibility with iOS and Android devices.
- Notifications and alerts via SMS and email.
- Customizable data configurations and workflows.
- Single Sign-On (SSO) integration via Active Directory.
- Compliance with information security standards.
- Support for two-factor authentication (2FA) and advanced user authentication mechanisms.
- Regular system updates to ensure compatibility with evolving technologies.
- High-availability architecture to minimize downtime and ensure reliability.

3.3 Security Features

- Data encryption for both in transit and at rest.
- Comprehensive user activity logs and audit trails.
- Role-based access control (RBAC) to manage user privileges.
- Secure backup mechanisms with disaster recovery options.

3.4 System Installation and Hardware Requirements

The platform must support installation on both physical and virtual hardware infrastructures. Vendors are required to provide detailed

minimum hardware specifications, including processor, memory, storage, and network requirements. This ensures the platform's optimal performance and compatibility with ACC's infrastructure.

3.5 Vendor Responsibilities

- Present a detailed technical proposal outlining the methodology, tools, and techniques to be used.
- Provide at least one year of technical support for the system, including software updates and issue resolution.
- Conduct employee training sessions for both the web-based and mobile application, with detailed user manuals.
- Submit at least two client references with contact information, along with case studies of similar implementations.
- Perform rigorous testing of the system to ensure compliance with stated requirements before deployment.
- Deliver regular progress reports during the implementation phase.

3.6 Implementation Activities

The following activities should be considered during implementation:

- Requirements Analysis
- Testing
- Project Management
- Training
- Implementation

4. Enhanced System Requirements

- Ease of Use

The proposed system must offer an intuitive interface for all user levels, with minimal learning curves. Features such as customizable dashboards, guided workflows, and straightforward navigation are essential. The platform should streamline routine tasks, improving user efficiency and experience.

- Scalability and Interoperability

The system must accommodate the growing needs of ACC, including the potential addition of users, committees, and meeting data. It should

integrate seamlessly with existing systems such as ERP solutions, email platforms, and video conferencing tools, supporting smooth data exchange across applications.

- **Business Continuity**

The solution must ensure uninterrupted operations through high availability and disaster recovery mechanisms. The platform should offer redundancy, failover support, and robust backup solutions to safeguard data and operations during emergencies.

- **Security of Information**

Security is paramount. The system should provide advanced encryption for data at rest and in transit, role-based access controls, and comprehensive audit trails. It must comply with global and local information security standards, including multi-factor authentication and secure password protocols.

5. Proposal Requirements

Vendors must submit:

- A technical proposal detailing the offered solution, including features, architecture, and integration capabilities.
- A financial proposal with itemized costs for the system, implementation, training, and support.
- A project timeline with milestones for delivery, configuration, and training.
- Evidence of prior experience with similar projects, including case studies or references.
- A maintenance and support plan post-implementation.
- A comprehensive security plan outlining how the system will safeguard data and user privacy.

The vendor must meet the following requirements:

- Demonstrated experience and expertise in each of the project components.
- Proven track record of delivering similar projects for clients in relevant industries.

- Ability to work collaboratively with our internal teams and other stakeholders.

6. Proposal Submission

Interested vendors are requested to submit their proposals addressing the following:

- Company profile and background.
- Overview of relevant experience in each of the project components.
- Approach and methodology for delivering each component.
- Timeline for completion of each component and the overall project.
- Cost estimate for each component and the overall project.
- References from previous clients for similar projects.

7. Evaluation Criteria

Proposals will be evaluated based on:

- Technical suitability (40%)
- Cost-effectiveness (30%)
- Delivery timeline adherence (15%)
- Vendor experience and references (10%)
- Post-implementation support and training (5%)

8. Submission Guidelines

All Technical/Business and procedural inquiries arising from review of RFP documentation and the above material must be sent in writing only and addressed to ACC via e-mail no later than the date above with the subject entitled "ACC, Supply of Meeting Management and Committees System".

Inquiries shall be addressed to:

Amman Chamber of Commerce

E-Mail: info@acc.org.jo

cc to: Raed.momani@acc.org.jo;

Tania.Fakhoury@acc.org.jo

Responses will be sent in writing via e-mail.

Information related to this RFP and obtained from any other source than the above is not official and should not be relied upon.

9. General Terms

Bidders should take into consideration the following general financial terms when preparing and submitting their proposals:

- All prices should be quoted in Jordanian Dinars inclusive of all expenses, governmental fees and taxes, including sales tax.
- The type of contract will be a fixed lump sum price contract including costs of all software or/and hardware, licenses, documentation, maintenance, support, knowledge transfer, training, warranty, and professional fees, profits, and overheads, and all other expenses incurred.
- A clear breakdown (table format) of the price should be provided including price for consulting time, other expenses, etc.
- The bidder shall bear all costs associated with the preparation and submission of its proposal and ACC will not be responsible or liable for these costs, regardless of the conduct or outcome of the proposal process.
- The winning bidder is required to submit a performance bond of 10% of the total value of the contract within 14 days as of the date of the award notification letter.
- ACC is not bound to accept the lowest bid and will reserve the right to reject any bids without the obligation to give any explanation.
- Amman Chamber of Commerce reserves the right to invite shortlisted bidders for a detailed presentation of the proposed system.
- The presentation should also address any questions or clarifications requested by ACC regarding the system's details.