



**The American Chamber  
of Commerce in Jordan**

**The American Chamber of Commerce in Jordan  
(AmCham – Jordan)  
REQUEST FOR PROPOSALS (RFP)  
Within the scope of  
The Informal Livelihood Advancement Activity (Iqlaa)  
Funded by the United States Government**

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| RFP #                                           | 5/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Name:                                           | <b>Request for Proposal for Service Consultancy: The development of: End-to-End Agricultural Traceability System for Smart Desert Company</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| RFP Date of Issuance:                           | Thursday August 27 <sup>th</sup> , 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Closing Date for Submitting Questions:          | Tuesday September 1 <sup>st</sup> , 2026<br><i>Please send the questions to amcham@amcham.jo</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Closing Date/Time for Submitting the Proposals: | Thursday September 10 <sup>th</sup> , 2026 at 4PM<br><i>Technical and Financial offers with respect to this RFP should be sent in separate attachments by email to amcham@amcham.jo.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Proposals Submission Method:                    | Interested candidates are encouraged to submit their technical and financial proposals as per the details provided in this RFP with the requested attachments.<br><b>Interested candidates shall provide:</b> <ul style="list-style-type: none"> <li>▪ A technical proposal that reflects an understanding of the requirements of the contract and a clear outline of the methodology to be used. Maximum number of pages for the Technical proposal is 10 pages/ font size 12 and in PDF format.</li> <li>▪ Proposals are to be submitted in English.</li> <li>▪ A financial proposal in JOD to be submitted in a separate document.</li> <li>▪ Mandatory Annexes must provide the supporting documents requested in the RFP, and should be organized for easy reference. (see section X)</li> </ul> <p>To be sent by email to: amcham@amcham.jo with the subject line:<br/><b>RFP – Agri-Traceability System for Smart Desert.</b></p> |
| Date for Opening Proposals Session:             | Sunday September 13 <sup>th</sup> , 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Anticipated Date for final selection:           | Sunday September 20 <sup>th</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |



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| Contract Duration” | Ten (10) weeks for implementation and go-live, followed by a three-month post-go-live stabilization and support period. |
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**Important Note:** *Proposals received through this RFP under Iqlaa Program, do not constitute an award commitment on the part of AmCham-Jordan, nor does it commit AmCham-Jordan to pay for any costs incurred in preparing and submitting the Proposal. Further, AmCham-Jordan reserves the right to reject any or all applications received without disclosing the reason for such rejection. Proposal are submitted at the risk of the Applicant, and all preparation and submission costs are at the Applicant's own expense.*

### I. INTRODUCTION:

The American Chamber of Commerce in Jordan (AmCham-Jordan) is a non-profit, member-based organization established in 1999, representing over 250 members, 90% of which are SMEs. For more than 26 years, it has contributed to Jordan's sustainable economic development by supporting business growth and strengthening Jordanian American economic relations. AmCham-Jordan is affiliated with the U.S. Chamber of Commerce in Washington, D.C. and is a member of the AmCham MENA Regional Council.

AmCham-Jordan is one of the implementation partners of the Informal Livelihoods Advancement Activity (Iqlaa), funded by the United States Government. Iqlaa is a five-year program that started in May 2022 and aims to support Jordan's home-based, micro and small businesses to grow, transform, and become resilient to future challenges. Iqlaa's approach explores new ways of doing business and improving access to finance, markets, and services. It focuses on four sectors: agriculture, tourism and hospitality, manufacturing, and services, with a special focus on technology development and implementation. The program encourages and supports the participation of all micro and small business owner segments.

### II. CONTEXT OF CONSULTANCY:

As part of the implementation phase of the Aggregator Accelerator Program under the Informal Livelihood Advancement Activity (Iqlaa), AmCham-Jordan seeks to engage a qualified service provider to design, configure, implement, and commission a cloud-based end-to-end agricultural traceability system for Smart Desert Company. The assignment aims to strengthen the company's operational efficiency, product traceability, food safety, and compliance with export market requirements through a practical and scalable digital solution.

The consultancy will support Smart Desert in digitizing and integrating its agricultural, harvesting, packing, inventory, and distribution processes into a single traceability system. The solution will enable end-to-end batch tracking, QR-code generation, improved operational visibility, and real-



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time reporting, while enhancing product transparency, recall readiness, and informed decision-making. The assignment will also include business process analysis, system deployment, user training, testing, and post-go-live stabilization support.

### **III. SCOPE OF WORK:**

#### **Objectives of the Assignment**

The assignment aims to engage a qualified service provider to design, supply, configure, implement, test and commission a secure, cloud-based, integrated agricultural ERP and end-to-end traceability system for Smart Desert Company. The system shall:

- Establish a digital chain of custody covering agricultural management procedures, harvest, packing, and simple traceability, in addition to tracking and recording agricultural operations.
- Capture accurate farm, crop, agricultural input, production, quality-control and harvest data through a user-friendly mobile application with offline functionality.
- Generate, print, scan and retrieve QR codes for applicable received, harvested, packed, shipped and sold lots and batches.
- Improve food-safety controls, recall readiness, export-market compliance, operational visibility and product transparency.
- Provide Smart Desert Company with a secure, scalable and production-ready system, including the following modules:

|                                            |                                                                                                                                                                                                                                                                        |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Agricultural Management</b>             | <ul style="list-style-type: none"><li>✓ Greenhouse management</li><li>✓ Crop and variety management</li><li>✓ Season management</li><li>✓ Planting records</li><li>✓ Harvest planning</li><li>✓ Expected vs. actual harvest quantities</li></ul>                       |
| <b>Harvest, Packing &amp; Traceability</b> | <ul style="list-style-type: none"><li>✓ Harvest Orders</li><li>✓ Packing Orders</li><li>✓ Product grading and sorting</li><li>✓ Packaging material consumption</li><li>✓ Quality inspection</li><li>✓ Lot &amp; batch traceability</li><li>✓ Waste recording</li></ul> |



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| <b>Agriculture Operations</b> | <ul style="list-style-type: none"> <li>✓ Extend the standard Item Master to maintain agriculture-specific information such as crop, variety, grade, packaging type, shelf life, and other product characteristics required for operations.</li> <li>✓ Record the originating greenhouse for harvesting, packing, inventory, and sales transactions to provide full operational visibility and traceability.</li> <li>✓ Capture harvest details such as harvest date, harvest batch, crop, variety, and greenhouse within inventory transactions to support operational reporting and traceability.</li> <li>✓ Record packing activities including packing date, packaging type, packed quantity, packed lots, grading results, and packing status.</li> <li>✓ Automatically generate unique lot numbers and maintain complete traceability from harvest through packing, inventory, shipment, and customer delivery.</li> <li>✓ Implement agriculture-specific business rules, validations, and operational screens to ensure accurate data entry and compliance with the customer's operational procedures.</li> </ul> |
| <b>ERP Modules</b>            | <ul style="list-style-type: none"> <li>✓ Finance and accounting</li> <li>✓ Sales and Marketing</li> <li>✓ Purchasing and payables</li> <li>✓ Inventory and warehouse management</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>BI Reporting tools</b>     | <ul style="list-style-type: none"> <li>✓ Harvest analytics (by greenhouse, crop, season, yield)</li> <li>✓ Resource analytics (water consumption, IoT trends)</li> <li>✓ Sales analytics (by customer, market, product, destination)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Security</b>               | <ul style="list-style-type: none"> <li>✓ User Roles &amp; Permissions across departments (Farm, Production, Warehouse, Sales, Finance, Executives, Drivers)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

The proposed solution shall be based on a proven, commercially supported ERP or equivalent digital platform capable of meeting the functional, security, scalability, integration and support requirements of this RFP. The services shall include:

- Business Process re-engineering as needed.
- Training and change management program for all users.
- Quality control and user acceptance testing.
- The ability to use mobile devices (e.g., phones, tablets, laptops) for all system activities.



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- A 3-month stabilization period post go-live.

### **TASK 1: Inception, Business Analysis and Detailed Work Plan (Timeframe: Weeks 1–2)**

#### **Activities**

- Conduct a project-launch meeting with Smart Desert Company and relevant stakeholders.
- Review the company's agricultural, production, packing, warehouse, sales, purchasing and financial operations.
- Document existing processes, systems, forms, records, controls and reporting requirements.
- Conduct a detailed business and technical requirements and gap analysis.
- Undertake business-process re-engineering where necessary and develop approved future-state processes.
- Prepare a detailed implementation work plan covering activity, responsibilities, milestones, dependencies, risks and required inputs.

#### **Deliverables**

1. Inception report and detailed implementation work plan, including milestones, responsibilities, dependencies, risks and mitigation measures.
2. Business and technical requirements and gap-analysis report (max 3 pages)

### **TASK 2: Solution Design, Supply and Core ERP Configuration (Timeframe: Weeks 3–4)**

#### **Activities**

- Propose and supply the required ERP platform, cloud environment, software components, licenses and subscriptions.
- Prepare the complete functional and technical solution design.
- Configure the finance, accounting, sales, purchasing, inventory and warehouse-management modules.
- Configure the Agricultural Management Module, including greenhouses, crops, varieties, seasons, planting and harvest planning.
- Establish the required master-data structures, coding systems, approval workflows, user roles and permissions.
- Develop and present a configured system prototype for review and approval.



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### **Deliverables**

1. Approved functional and technical solution-design document, including architecture, integrations, security and cloud-hosting arrangements.
2. Supplied and configured ERP platform, cloud environment, licenses, core ERP modules and Agricultural Management Module.
3. Configured system prototype, including master-data structures, coding framework, workflows, user roles and permissions.

**Deliverable Acceptance: Receipt of Smart Desert's written technical validation, confirming successful prototype configuration and demonstration and all required Task 2 deliverables, followed by AmCham-Jordan's formal contractual approval.**

### **TASK 3: Traceability, Mobile Application, QR Codes and Business Intelligence (Timeframe: Weeks 5-6)**

#### **Activities**

- Configure harvest orders, packing orders, grading, quality inspections, packaging consumption, waste recording and packing-status workflows.
- Extend the Item Master and transaction records to capture crop, variety, greenhouse, grade, packaging type, shelf life, harvest date and other agriculture-specific information.
- Configure automatic lot and batch generation and establish full traceability from harvest through packing, inventory, shipment and customer delivery.
- Configure the mobile application with offline data-entry and synchronization functionality.
- Configure QR-code generation, printing, scanning and retrieval for received, harvested, packed, shipped and sold batches.
- Develop operational, production, resource, sales, quality, traceability and executive-management dashboards and reports.

#### **Deliverables**

1. Configured Harvest, Packing and Traceability Module, including agriculture-specific Item Master extensions, lot and batch generation and end-to-end traceability workflows.
2. Operational mobile application with offline functionality and QR-code generation, printing, scanning and retrieval capabilities.
3. Configured business-intelligence dashboards, management reports and product-recall and traceability-search functionality.



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4. Configuration Completion Report, documenting completed configurations, outstanding items (if any), and readiness for testing.

**Deliverable Acceptance:** Receipt of Smart Desert's written technical validation, confirming readiness for User Acceptance Testing and all above required Task 3 deliverables, followed by AmCham-Jordan's formal contractual approval.

### **TASK 4: Data Preparation, Testing, Training and Go-Live (Timeframe: Weeks 7-9)**

#### **Activities**

- Prepare, clean, migrate and validate the agreed master data, opening balances, inventory records and other required information.
- Conduct unit, integration, workflow, security, performance, mobile, offline-synchronization and traceability testing.
- Prepare and facilitate user-acceptance testing with Smart Desert Company's designated users.
- Resolve identified defects, configuration gaps and user-acceptance-testing findings.
- Deliver role-based training and change-management activities for system users, supervisors, management and administrators.
- Prepare and execute the cutover, deployment and go-live plan.

#### **Deliverables**

1. Cleaned, validated and migrated master data, opening balances, inventory records and other agreed data.
2. Comprehensive system-testing and user-acceptance package, including test scripts, results, defect-resolution records and signed user acceptance.
3. Training, deployment and go-live package, including training materials, user manuals, cutover plan and commissioned production system.

**Deliverable Acceptance:** A hand-over and delivery demonstration session to showcase all deliverables since the beginning of the service, in addition to a joint validation letter from AmCham and Smart Desert confirming requirements being completed and accepted.



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### **Task 5: Post-Go-Live Stabilization, Support Services**

#### **Timeframe: Three months following system go-live**

*Bidder is to commit to providing the following services as part of the after sales package.*

#### **Activities**

- Provide a three-month stabilization and technical-support period following go-live.
- Monitor system performance, data synchronization, traceability, reporting, security and user adoption.
- Resolve defects, errors, configuration issues and operational problems identified during the stabilization period.
- Provide user support, troubleshooting, refresher training and configuration adjustments.
- Review backup, recovery, security, administration and system-maintenance procedures.
- Complete the final system source code and documentation, knowledge transfer, acceptance and handover.

#### **Deliverables**

1. Three-month stabilization and technical-support service, including helpdesk support, issue resolution, user-support records and monthly performance reports.
2. Complete system documentation package, including source code, configuration, architecture, security, backup, recovery, administration and user manuals (*please review the attached annex regarding system handover checklist for both website and mobile application*).
3. Final system-handover and acceptance package, including knowledge transfer, production and administrator credentials, licenses, applicable custom-component source files, warranty & support arrangements and final acceptance certificate.

## **IV. SCOPE OF SERVICES**

**Roles and Responsibilities:** The following responsibilities define the respective roles of AmCham-Jordan and Smart Desert Company during implementation of the assignment.

#### **AmCham-Jordan**

- Manage the RFP process, contracting arrangements and overall administrative coordination with the selected service provider.
- Act as the contract manager and formal communication channel for contractual notices, approvals and change requests.
- Review the detailed work plan, progress reports and submitted deliverables in consultation with Smart Desert Company.



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- Monitor implementation progress, contractual compliance, quality, risks and adherence to the 12-week timeframe.
- Consolidate feedback from Smart Desert Company and communicate required revisions or corrective actions to the service provider.
- Issue formal contractual acceptance and process payments following Smart Desert Company's technical validation and submission of the required supporting documentation.

### **Smart Desert Company**

- Designate an authorized technical focal point and operational representatives from the farm, packhouse, quality, logistics and management functions.
- Provide timely access to sites, personnel, existing records, workflows, sample data, product information and relevant third-party contacts.
- Confirm operational requirements, user roles, hardware and device quantities, master data, labels, thresholds and consumer-facing information.
- Participate in process mapping, design reviews, prototype validation, testing, user-acceptance testing and the end-to-end live pilot.
- Ensure that nominated staff attend training and participate in pilot operation, go-live and stabilization activities.
- Review deliverables within the agreed review periods, provide consolidated technical feedback and confirm whether the system is operationally acceptable for contractual sign-off.

### **Participation Enablement:**

**\*Kindly go through the participation enablement guiding framework attached to ensure the sample includes MSEs/HBBs owned by vulnerable women, youth and PLWDs, men and that you as a bidder adapt as needed implementation accordingly.**

## **V. QUALIFICATIONS:**

### **Bidder Qualifications and Requirements**

The bidder must demonstrate the technical capacity, relevant experience and organizational resources required to complete the assignment within the twelve-week implementation period.

#### **I. Company Qualifications:**

The bidder shall:

- Be a legally registered company authorized to provide software development, digital



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systems, information technology, traceability, IoT or related services.

- Have at least five years of relevant experience in the design, configuration, implementation or support of digital information systems.
- Demonstrate successful experience implementing at least two comparable projects involving supply-chain traceability, agriculture, food production, logistics, cold-chain management, QR/barcode systems or IoT integration.
- Provide evidence of experience delivering cloud-based systems and mobile applications.
- Demonstrate the financial, operational and technical capacity to complete the assignment within twelve weeks.
- Disclose any subcontractors or third-party providers that will contribute to the assignment and remain fully responsible for their work.

### **2. Technical Experience**

The bidder must demonstrate experience in the following areas:

- End-to-end product or batch traceability systems.
- Android mobile applications with offline data-entry and synchronization capabilities.
- Cloud hosting, databases, backups, system monitoring and recovery procedures.
- QR code and barcode generation, printing and scanning.
- IoT device integration, including temperature or humidity sensors and GPS tracking.
- User-role management, audit trails, dashboards, reporting and data-export functions.
- Data security, access control, encryption and secure system administration.
- API development and integration with external systems.
- User-acceptance testing, system commissioning and production go-live.
- End-user training, technical documentation and operational handover.

## **VI. TIMING & LEVEL OF EFFORT:**

The anticipated implementation and go-live period is **(10)** weeks from the contract start date, followed by a three-month post-go-live stabilization and support period with no additional payment linked to this period.

Given the limited implementation period, bidders shall propose a realistic, phased approach that prioritizes operationally critical functions and clearly identifies any scope item that cannot reasonably be completed within ten weeks.

## **VII. COMMUNICATIONS, BRANDING AND MARKING:**

As a condition of this RFP, the contracted service provider is required to comply with the Mercy Corps and Iqlaa Branding and Marking requirements.



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Any public material developed within this scope of work should be shared with the Iqlaa communications team for branding, marking, and messaging review and approval.

Mercy Corps is rebranding to - Prosper Global - in October. An amended Communications, Branding and Marking Annex reflecting the new identity will be shared in due course.

### **VIII. MANAGEMENT & REPORTING:**

The service provider will report contractually to AmCham-Jordan through its designated project and contract-management team and will coordinate technical implementation with Smart Desert's authorized focal point.

All activities and delivery schedule (work plan) will be developed and implemented in coordination with AmCham-Jordan and Smart Desert relevant team. All documents are to be provided in word format in soft copies delivered by email in English language.

AmCham-Jordan and Smart Desert will aim to provide consolidated feedback within five working days of receiving a complete deliverable. The service provider shall address comments within the period agreed for the relevant deliverable. Incomplete submissions may be returned without commencing the review period.

### **IX. TENDER EVALUATION METHOD:**

The selection process must obtain the below criteria:

| <b>Criteria</b>                                                     | <b>Weight</b> | <b>Minimum<br/>Score<br/>per<br/>Section</b>         |
|---------------------------------------------------------------------|---------------|------------------------------------------------------|
| <b>Technical Weight</b>                                             | <b>80%</b>    | <b>60% or above to pass<br/>technical evaluation</b> |
| Technical Approach & Methodology & Understanding of the Consultancy | 30 pt.        |                                                      |
| Bidder Qualification & Key Personnel                                | 30 pt.        |                                                      |
| Bidder Relevant Experience & Past Performance                       | 20 pt.        |                                                      |
| <b>Financial Weight</b>                                             | <b>20%</b>    | <b>-</b>                                             |

Bidders must score at least 60% in the technical section to even be considered for the financial review and final selection.



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## **X. GENERAL TERMS AND CONDITIONS:**

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

- AmCham-Jordan will hold an informative session prior to submission of proposals to introduce the aggregator (Smart Desert) to interested bidders and address their questions.
- AmCham-Jordan may invite technically qualified or shortlisted bidders to present and demonstrate their proposed solution and respond to clarification questions.
- All prices shall be quoted in Jordanian Dinars (JOD), inclusive of all expenses, with a clear and detailed breakdown of the price for each deliverable, presented in a table format.
- All prices shall be quoted exclusive of sales tax, as the project is sales tax-exempt. AmCham-Jordan will provide the applicable tax exemption letter upon signing the contract.
- Payments will be milestone-based and subject to Smart Desert's technical validation and AmCham-Jordan's formal acceptance of the relevant deliverables.
- The proposal must include all the above requirements in addition to the signed conflict of interest letter provided with this RFP.
- Bidders who fail to submit all the requested documents are automatically disqualified from the evaluation process.

Suggested Sections for Technical Offer:

- **Cover Page:** This section should include the title of the proposal, the RFP reference number, the bidder's full name, and the date of submission.
- **Cover Letter:** The cover letter should briefly introduce the bidder and confirm interest in the assignment. It should also state eligibility, including a declaration of no conflict of interest, and demonstrate relevant experience in business development and aggregator support. Contact details must be clearly provided.
- **Executive Summary:** The executive summary should present a concise overview of the proposal, summarizing the bidder's understanding of the assignment, the proposed approach, and the unique value the bidder brings. It should be no more than 1 page.
- **Understanding of the Assignment and Proposed Methodology & Approach:** Here, the bidder should outline the step-by-step methodology to be applied in carrying out the assignment.
- **Implementation Timeline & Milestones:** This section should provide a clear schedule of implementation, ideally using a Gantt chart or table. It should describe how the bidder will complete activities and deliverables within the provided timeframe.



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Milestones and deadlines should be clearly marked.

- **Relevant Experience & Past Performance:** This section should highlight past work and provide examples of similar assignments; Case studies may be included to illustrate relevant expertise. At least two references with contact information should also be listed here.
- **Expected Results:** This section should describe the expected results and measurable indicators of success.

### **Mandatory Annexes:**

Annexes must provide the supporting documents requested in the RFP. These include:

- Bidder Profile.
- List of past work.
- Signed conflict of interest letter.
- Valid company registration, professional licenses.
- Detailed financial proposal and cost schedule, including renewal and recurring costs in a separate schedule.

These documents should be organized for easy reference.