



**The State of Israel - Government Procurement
Administration**

Public Tender No. 06-2016

**Provision of Monitoring, Retrieval and
Analysis of Information on the Internet
Services For the Government Ministries**

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o. ADMINISTRATION (M)

o.1 Introduction (I)

- 0.1.1 The government ministries require from time to time services for monitoring, retrieval and analysis of information found on the Internet. The services are required for the government sectors diverse needs, such as: Generating useful information for current activities, feasibility examination, identification of trends, locating requirements and handling crises.
- 0.1.2 The Government Procurement Administration at the Accountant General of the Ministry of Finance (hereinafter the "**Tender Caller**") wishes to select suppliers for the provision of information monitoring services, as shall be detailed below, for the government ministries and related entities.
- 0.1.3 The required services are detailed in Chapter 2 of the tender documents (hereinafter the "**Required Services**") and shall include, among others, the following services:
- 0.1.3.1 Provision of licenses for use of an Internet information monitoring system.
 - 0.1.3.2 Services for characterization and set up of queries for monitoring information from sources in Israel and abroad.
 - 0.1.3.3 Customer service that includes assistance in resolving current issues in the use of the proposed system.
 - 0.1.3.4 Services for the analysis of the data generated from the information produced by the proposed system.
- 0.1.4 For the purpose of providing the required services, the tender caller has split the tender into 2 separate baskets:
- 0.1.4.1 Monitoring of information on the Internet from sources in Israel and in the basic languages as shall be set forth below (hereinafter (**Basket 1**)).
 - 0.1.4.2 Monitoring of information on the Internet from international sources in additional languages (hereinafter (**Basket 2**)).
- 0.1.5 Within this tender, and subject to this tender's documents, one winning supplier shall be selected for each of the baskets.
- 0.1.6 The bidders' response may address one or more baskets, as the bidder so wishes, and subject to meeting the prerequisites that are relevant to each basket. There is nothing to prevent a particular bidder from being announced to be the winner of both of the aforesaid baskets, provided that his proposal concerning each of the baskets subject of the win had been the best proposal, pursuant to the standards listed within the tender documents.

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- 0.1.7 The tender shall be carried out in 3 stages (regarding each of the baskets aforementioned);
- 0.1.7.1 The first stage shall examine the bidders' compliance with the tender's prerequisites, for each basket in separate.
- 0.1.7.2 The second stage of the tender shall examine the professional proposals of the bidders who meet the prerequisites at the first stage, and the quality score as set forth in Article 0.8.3 below shall be determined. It is hereby clarified and emphasized that the quality score granted to each bidder shall not be revealed upon the conclusion of this stage, but rather only after the announcement of the tender results.
- 0.1.7.3 At the third stage the price quote submitted by those bidders whose proposal had met the first and second stage of the tender shall be opened, and the price score and price estimate shall be determined, by weighting the quality score and the price score for each basket in separate, all as detailed in Article 0.8.4.3 below.
- 0.1.8 As one of the conditions for signing an engagement agreement with the bidders who are candidates for winning, for each of the baskets, the bidders who are candidates for winning (as set forth in Article 0.9.1 below) shall be required to set up a laboratory for proof of concept (POC), within which the proposed system's capabilities shall be examined, including their compliance with the tender requirements and their compliance with the capabilities the bidder declared of within his response to the tender.
- 0.1.9 Subject to meeting all of their undertakings pursuant to the tender documents, in full and on time, the winning suppliers (or the winning supplier in case that a particular supplier will be declared as winning in both of the baskets) shall be, throughout the period of the engagement, the exclusive suppliers to deliver the services required for all government ministries, which shall be committed to purchase the required services (to the extent required for them and in any scope at their discretion and needs) from them only, at the prices set forth in this tender.
- 0.1.10 Subject to the decision of the tender caller and given the consent of the winning suppliers, throughout the term of the engagement, additional entities (as shall be set forth below) shall be entitled to join and order from the winning suppliers the required services, at terms that are identical or better than those of the tender terms and the provisions of the agreement. Any discount or any other benefit, of any kind whatsoever, whether in cash or cash equivalent, which may granted by any of the winning suppliers to any entitled that may join the tender as stated, shall be promptly granted to all of the other customers by virtue of the tender as well.
- 0.1.11 It is hereby clarified that the engagement agreement to be signed between the tender caller and the winning suppliers shall be a framework agreement, and the consideration shall be paid by the ministries ordering the services according the the scope of the services provided in practice from time to time, and all as set forth in the engagement agreements to be signed with the suppliers.

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0.1.12 The tender caller reserves the right to select a second qualified for each basket separately as an alternate supplier, as shall be detailed in Article 0.8.5 below, and so at its sole discretion.

0.1.13 The term of the engagement with the winning supplier shall be two years (24 months) following the date of the tender caller's signing of the order (hereinafter the "**Engagement Term**"), with an option granted to the customer to extend such up to 3 additional terms of one year each (a total of 36 months), at the same terms, and subject to the approval of the tenders committee (hereinafter the "**Extension Term**"). Meaning, the total term of engagement in this tender, including the extension terms, shall be up to 5 years (60 months).

0.2 Summary of Dates Table

Issue	Date
Posting the call in newspapers (hereinafter the " Publication Date ").	10/4/2016
Bidders' convention	3/5/2016 at 11:00
Last date for submitting requests for clarification	15/5/2016 at 13:00
Last date for placing proposals in the tender box	7/6/2016 at 13:00
Bidder's proposal and guarantee validity date	30/12/2016
Second qualified guarantee validity date	30/12/2016

0.2.1 In the event of inconsistency between the listed in the table above and the detailed in the tender itself, the dates listed in the table shall prevail.

0.2.2 The tender caller shall be entitled, at any time and at its sole discretion, to modify the time tables listed above, including explicitly, the proposal submission date, and a number of times as well. There is nothing in this Article above to constitute representation and/or undertaking of any kind whatsoever for granting an extension for the date for submitting proposals and/or the postponement of any date.

0.2.3 It is hereby clarified, for the avoidance of all doubt, that also in the event where the tender caller should postpone the last date for submitting proposals, no modification is to made in the validity of the tender guarantee the bidders are to attach to their proposals, as detailed above, and in the form of the tender guarantee within **Appendix 2**, unless otherwise expressly determined by the tender caller.

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- 0.2.4 There is nothing in this Article above to constitute representation and/or undertaking of any kind whatsoever for granting an extension for the date for submitting proposals and/or the postponement of any date.

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0.3 Definitions (listed in order of the ABC) (I)

0.3.1 General definitions

Website	The Government Procurement Administration's website at: http://www.mr.gov.il
Blog	A website presenting posts that discuss experiences, news and articles, to be reviewed by Internet users for reading and commenting on.
Government Entities / Government Ministries	The government ministries, including the assisting units, including government ministries and assisting units that may be established during the engagement term.
Ancillary Entities	Any of the entities noted in Article 2(A) of the Mandatory Tenders Law, 5752 - 1992, excluding government ministries (as defined above).
Order	A document signed by the ministry's signatories, within which the required services shall be ordered from the supplier.
The Customer / Ministry (shall be hereinafter referred to collectively as the "Ministries / Customers").	The government units and the ancillary entities that purchase services within the framework of this tender, as well as representatives authorized on their behalf to be appointed to represent them within this tender in dealing with the supplier.
The Tender / Tender Documents	This document including all of its appendices, requirements, provisions and parts, including the replies given by the tender caller to bidders' inquiries.
The Required Services	All of the services that the supplier is required to provide the customer with as detailed in the tender documents, including those in Article 0.1.3 above, Chapters 2-4 of the tender below and in accordance with the agreed modifications that may be executed in the required services during the engagement term.
The Tenders Committee / Committee	The Goods and Services Tenders Committee of the Accountant General at the Ministry of Finance
Manufacturer	The holder of a license to market the proposed system.
Second Qualified	A bidder for each of the baskets that may be declared by the tenders committee as being the second qualified as detailed in Article 0.8.5.
Customer	An entity for whom the bidder had installed the proposed system, and to whom he shall provide information monitoring services using such.

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Information	Information, know-how, document, communication, plan, datum, model, professional opinion, conclusion and any other of such related to the provision of the services, whether written or verbal and/or any other form or manner of keeping information in an electric and/or electronic and/or optic and/or magnetic and/or other manner and except for information that is in the public domain.
Bidder's Response	The bidder's response to the tender including all of its appendices, requirements, provisions and parts.
System / Proposed System / Computerized System	A designated system for providing information monitoring services (as defined below), the access to which shall be via the Internet, which complies with the requirements listed in the tender documents.
Bidder	A supplier submitting a proposal for the tender.
A bidder who is a candidate for winning	A bidder who had been declared by the tenders committee, for a specific basket, as the tender winner, and who must complete certain terms as a condition for his being declared to be the winning supplier and for signing the engagement agreement with him.
Information Monitoring / Information Monitoring Services	Service based on locating and collecting information from the printed press, radio, television and the Internet.
Winning Supplier / Winner	A bidder who has been declared by the tenders committee as being a candidate for winning the tender for one of the baskets, has met all of the requirements for the engagement as detailed within the tender documents and with whom an engagement agreement had been signed.
The Tender Caller	The Government Procurement Administration at the Accountant General, the Ministry of Finance.
The Supplier's Staff	The entire staff that shall be employed by the winning supplier, for providing the required services.
The Price Estimate	The price quote following weighting as detailed in Article 0.8.4.3
LICENSE	A document that grants the use of right on behalf of a specific entity at the terms provided in such.
THE INTERNET	A global computer network, which joins and connects servers and computer networks worldwide.

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Social Network	A platform on the Internet, which serves for constructing a social network or social ties between people sharing interests, common activities, common background or prior acquaintance outside of the virtual space.
The System Language	The language in which the menu bars, screens and help menus are displayed on the system.
Basic Languages	Hebrew, Arabic, Russian and English.
Consideration	The consideration to be paid to each winning supplier for the provision of the services as part of this tender.
The Engagement Term	Pursuant to that prescribed under Article 0.2 above.
The Establishment Stage	A term that shall commence upon the customer's signing the engagement agreement, and shall expire upon obtaining the customer's approval as detailed in Article 4.1.3 below. During this term the winning supplier shall carry out all of the operations to bring the system into the state of ongoing operations.
Analysis Services	Information research and analysis services based on the information derived by the proposed system.
Help desk	A service that includes the supplier's ability for remote support in resolving malfunctions for end users.
Alexa	A subsidiary of Amazon that provides commercial web traffic data.

0.4 Administration (I)

0.4.1 Obtaining the tender documents

0.4.1.1 An electronic copy of the tender documents may be downloaded, free of charge, from the Ministry of Finances' website at: Www.mof.gov.il under the title Tenders -> Tender 06-2016 - **"Tender for the provision of information monitoring services for the Government Ministries"**

0.4.1.2 The tender documents (including the appendices of the tender and the forms) shall be published in two alternate forms:

0.4.1.2.1 A complete version of the tender documents, which shall require of the tender caller a PDF version.

0.4.1.2.2 An appendices version for the purpose of submitting the response (excluding appendices that are not intended to be filled by the bidder) in Word/Excel version, as the case may be.

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- 0.4.1.3 In addition, a non-binding version of the tender documents shall be distributed in English. It shall be stressed that this version is attached for convenience only, and shall not bind the tender caller in any way. In the event of inconsistencies between the tender's text in Hebrew and the text in English - the text in Hebrew shall prevail.
- 0.4.1.4 For the avoidance of doubt, it is hereby clarified that the bidder shall not be entitled in any way or form to perform any modification whatsoever in the tender documents, including any clarification published within such. It is further clarified, that the text of the tender documents, as published by the tender caller, subject to updates as may be made within the framework of clarifications to the extent such shall be performed by it, is the exclusive and final binding text for this tender. A copy of the documents printed by the participant out of the website as well as any other document shall not constitute any replacement and/or prevail in any manner whatsoever over the binding text.
- 0.4.1.5 In any event of discrepancy and/or inconsistency and/or dual meaning between the provisions of the tender documents and any provision contained in its appendices, the provision of the tender document shall be preferred and prevail, and the provision of the appendix shall be construed in accordance with the tender documents, unless otherwise expressly provided.

0.4.2 The Contact Person

- 0.4.2.1 The contact person for this tender is Mr. Yariv Gabai, the Ministry of Finance, 1 Kaplan Street, Jerusalem, e-mail: Yarivga@mof.gov.il, phone no. 02-6663426.
- 0.4.2.2 For identification purposes, the bidders for the tender are requested to fill out and submit the form in Appendix 10 via e-mail to the contact person of the tender.
- 0.4.2.3 Any query concerning the tender shall be in writing, addressed to the representative on behalf of the tender caller, meaning, the contact person. The applicant is required to ensure that his query had been received in its entirety by the contact person.

0.4.3 The procedure of referrals of the bidders' queries and clarifications

- 0.4.3.1 The bidders' queries shall be submitted to the contact person in writing via e-mail as a PDF file (signed), as well as an Excel file as a copy. The final date for submitting clarification queries is the date specified in Article 0.2 above.

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0.4.3.2 The bidders' queries shall be submitted in the following form:

Serial number	The chapter in the tender / appendix no.	The article in the tender documents	Details of the query

- 0.4.3.3 Queries submitted in a form other than the aforesaid format shall be deemed as not being received.
- 0.4.3.4 It is the bidder's responsibility to ensure receipt via the contact person's e-mail.
- 0.4.3.5 The responses to the queries given by the tender caller, attaching the summary of the bidders' queries, shall be published to all of the bidders via clarification files on the website, under the title "Tender 06-2016 - **Tender for the provision of information monitoring services for the Government Ministries**"
- 0.4.3.6 The tender caller does not guarantee a response to all of the queries. In addition, the tender caller shall be entitled to leave out part of a query's text or word the query in a different manner, and so should the tender caller decide that the form of the query may create a false impression on the other bidders.
- 0.4.3.7 The text of the tender caller's responses shall be the binding text, which shall constitute an integral part of the tender. The customer's replies shall not indicate the identity of the inquirer.
- 0.4.3.8 For the avoidance of doubt, it is hereby clarified that any addressing by the tender caller / tender committee and/or anyone on their behalf to the clarification queries shall not be valid unless given by written notice as aforementioned. Only responses published as specified above shall bind the tender caller.
- 0.4.3.9 The tender caller shall be entitled, at its discretion, to hold an additional round of clarification queries. In such case, relevant dates shall be set forth in a notice to be published.
- 0.4.3.10 It is hereby clarified that the queries and responses shall constitute a part of the tender documents. In any event of discrepancy between the noted in such and the noted in the tender documents, the noted in the queries and responses document shall prevail.

0.4.4 Modification of the tender documents

- 0.4.4.1 The tender committee and/or the tender caller shall be entitled to perform any modification in the tender documents, and so up to the final date for submitting proposals, as well as provide interpretation or clarification of the

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tender documents, and all so, whether of their own initiative or in response to queries or requests made by the bidders, including those submitted in accordance with the provisions of Article 0.4.3 above.

- 0.4.4.2 A modification in the tender documents shall be carried out via written notice to be distributed among all of the bidders. Such notices shall constitute an integral part of the tender documents and its terms.

0.4.5 Bidders' convention

- 0.4.5.1 The tender caller shall hold a bidders' convention at the Procurement Administration (hereinafter the "**Convention**"). The convention shall be held at the offices of the Government Procurement Administration, 1 Netanel Lorch St. Jerusalem, on the date specified in Article 0.2 above.

- 0.4.5.2 Participation in the convention is not mandatory.

- 0.4.5.3 In order to participate in the convention, the bidder is required to carry out early registration by sending notice to the contact person's e-mail, no later than 3 days prior to the convention, including the following information:

0.4.5.3.1 The bidder's name (company name, company registration number).

0.4.5.3.2 Details regarding the contact persons on behalf of the bidder who shall attend the convention (full name, ID no. e-mail address, office phone number and cell phone number).

- 0.4.5.4 Only representatives who have arranged the early registration by the date set forth above shall be entitled to participate in the convention. Each bidder shall be allowed to send to the convention up to 2 representatives on its behalf.

- 0.4.5.5 The tender caller or its representative shall not answer questions during the bidders' convention. Nothing in the said at the convention is to bind the tender caller, and queries shall be submitted in writing pursuant to the procedure for clarification queries and response to such as detailed above.

0.4.6 Examinations by the bidders and their reliance on the provided information

- 0.4.6.1 The bidder is required to examine, at its own expense and liability, itself as well as by experts, all of the aspects of the required services, as well as the full scope of the requirements under law and those of the tender caller.

- 0.4.6.2 In any event the bidder shall be considered as though it had carried out all of the required examinations, including those specified in this Article, itself as well as by experts on its behalf, and shall be barred from raising any claim concerning the noted issues.

- 0.4.6.3 The complete responsibility for examining the information and the actualization of the bidder's undertakings is imposed solely on the bidder. Therefore, the

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bidder's reliance on the information contained in the tender documents or any information provided or that may be provided to it by the tender caller or anyone on its behalf during the tender shall be solely the bidder's responsibility; and the tender caller / customer / tender committee or anyone on their behalf shall not bear any liability for any kind of damage or loss that may be incurred by any of the bidders or anyone on their behalf or any third party due to reliance on the information as aforesaid, directly or indirectly.

0.4.6.4 The proposals shall be drawn and submitted in accordance with the provisions of the invitation and under law and the bidders shall be deemed as having obtained suitable and professional advice, of any kind whatsoever, for participating in the tender and submitting proposals.

0.4.6.5 The bidder bears the full and exclusive responsibility for keeping updated with the tender caller's responses, as well as all of the current updates that shall be posted on the website by the tender caller as detailed throughout the tender above. It shall be clarified that the tender caller shall not be required to provide individual updates to any of the bidders.

0.4.7 **Submitting proposals**

0.4.7.1 The proposal is to be submitted as detailed in Article 0 below, into the tender box located at the offices of the Government Procurement Administration, 1 Netanel Lorch St. Jerusalem, on the ground floor, and so no later than the final date for submitting proposals into the tender box as specified in the dates table noted in Article 0.2.

0.4.7.2 Proposals that shall not be found in the tender box by the final date for submitting proposals into the tender box as specified in the dates table shall not be brought for discussion by the tenders committee.

0.5 The tender (I)

0.5.1 This tender contains:

- Chapter 0 The administration - where general administrative details of the tender, the tender's prerequisites, the manner of submitting proposals and the manner of selecting the winners may be found.
- Chapters 1 through 4 The professional section - where the required services, the required technology and the manner of implementation are set forth.
- Chapter 5 The price quote - detailing the consideration and the manner of submitting the price quote by the bidders within the response.
- Chapter 6 The proposal booklet - list of appendices.

0.5.2 Classification of the tender's components (I)

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0.5.2.1 The tender's components are classified according to the following marking:

- | | |
|------------------|---|
| I (Information) | A component provided for information only. The bidder, by signing the tender documents confirms regarding all of the components classified as I that: "We have read, understood and accept the noted, and we shall act accordingly". Thus, in response to Chapters 0-5 there is no need to provide a reply concerning the components marked as I. |
| G (General) | A component that requires a general response in a relatively free format. Usually such is an "open article" in which suggestions and creative solutions may be added, provided that ultimately a clear response to the requirement is given, the main characteristics are emphasized, and it is clear what exactly is proposed, what already exists and what is guaranteed / proposed to exist. |
| S (Specific) | A component that requires a detailed, accurate response, in an accurate format as required in the tender: Filling tables, attaching confirmations, etc. Usually such is a "closed" article. Information beyond the necessary may be added subject to the provisions of Classification G. If there be a lot of information, such is to be attached as an appendix with the suitable mark. |
| M (Mandatory) | A threshold component (Go/No Go) also called a Mandatory article, in terms of compliance with the article's contents. The bidder's response shall be of the type "We have read and understood - and accept such, our proposal meets the requirements of this Article", all in accordance with our issue and the article's contents.

No reply, a reply which does not meet the requirement, no response to the requirement or an unclear and inconclusive reply to an article of this kind may bring about the disqualification of the proposal. |
| N (Not relevant) | A special marking for components that had been deleted and are not to be replied to. The purpose of this mark is to indicate to the bidder that such is not an error, but rather an intended deletion. |

0.5.2.2 The classification of a primary component is valid for all of its sub-components, unless noted otherwise for the sub-component. In other words, a component marked bearing a classification, such is its binding classification; a component that does not carry a valid mark, its classification shall be its primary component's classification. Beyond any classification, attention should be given to the instructions provided in the article and the requirements worded therein.

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0.5.2.3 The minimal requirements are binding. A proposal that does not meet the minimal requirements set forth in the tender may be disqualified, and all subject to the tender caller's rights as listed within the tender documents.

0.5.3 Classification of the Administration Chapter's articles

0.5.3.1 The the administration articles (this chapter) are all classified as M, except for articles where it is expressly provided otherwise.

0.5.3.2 The bidder, by signing the affidavit attached as **Appendix 3**, confirms regarding all of the components classified M in the Administration Chapter: "We have read, understood and accept such, and our proposal meets the requirements of this Article".

0.5.4 Classification of the professional (technical) section and the Price Quote Chapter

0.5.4.1 The components of the professional section and the Price Quote Chapter (chapters 1-5 below) are classified as detailed above, as the classification is indicated in the tender itself next to the title of each article (or its primary component).

0.5.4.2 Beyond any classification, attention should be given to the instructions provided in the article and the requirements worded therein.

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0.6 Prerequisites the bidder is required to meet along with the submission of the proposal

0.6.1 General

- 0.6.1.1 All of the bidders for all of the baskets are required to prove, to the satisfaction of the tender caller and pursuant to the manner described below, that as of the date of submitting the response to this tender, they meet all of the prerequisites in aggregate listed below in the following Articles 0.6.2, 0.6.5 and 0.6.6.
- 0.6.1.2 In addition, the bidders for basket 1 are required to meet the prerequisites set forth in Article 0.6.3, and the bidders for basket 2 are required to meet the provisions set forth in Article 0, according to the basket they chose to respond to.
- 0.6.1.3 It shall be clarified that a bidder who may choose to submit a proposal for more than basket shall be required to meet the aggregate prerequisites (pursuant to Article 0.6.3 as well as Article 0).

0.6.2 Administrative prerequisites

- 0.6.2.1 The bidder is a corporation duly registered in Israel.
- 0.6.2.2 The bidder holds the certificates required pursuant to the Public Bodies Transactions Law, 5736 - 1976 (hereinafter the "Public Bodies Transactions Law").
- 0.6.2.3 The bidder is not registered within the records of the Registrar of Companies as a violating company as it's definition in Article 362A of the Companies Law, 5759 - 1999.
- 0.6.2.4 The bidder had attached to its proposal a guarantee letter as provided under Article 0.6.6 below.
- 0.6.2.5 There is nothing to prevent the bidder from participating in the tender under any law.
- 0.6.2.6 The bidder does not hold or is held by another bidder in the tender (holding for this matter - holding directly or indirectly 25% or more means of control, as such are defined under the Securities Law, 5728 - 1968 (hereinafter the "Securities Law"), and another entity does not hold 25% or more of two bidders.

0.6.3 Professional prerequisites - basket 1 - monitoring information from sources in the basic languages:

- 0.6.3.1 The bidder is licensed for the distribution and maintenance of the proposed system.

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- 0.6.3.2 The bidder has provided information monitoring services using the proposed system during the term 1/1/2013 through 31/12/2015 to 3 customers at the least.
- 0.6.3.3 The bidder provides human help desk services for supporting the proposed system to 3 customers at the least, as of 31/12/2015.

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0.6.4 Professional prerequisites - basket 2 - monitoring information from international sources:

- 0.6.4.1 The bidder is the manufacturer (the licensee) and/or has been authorized by the manufacturer for at least one year as of 31/12/2015 for providing services concerning the proposed system.
- 0.6.4.2 The bidder or the manufacturer on its behalf have provided services using the proposed system to at least 10 customers in Israel or abroad, during the term 1/1/2013 through 31/12/2015.
- 0.6.4.3 The bidder holds at least one year of experience in providing services using the proposed system to one customer at the least in Israel during the term 1/1/2013 through 31/12/2015.
- 0.6.4.4 The bidder and/or the manufacturer provide human help desk services for supporting the proposed system in English to 5 customers in Israel or abroad, as of 31/12/2015.
- 0.6.4.5 To the extent the bidder is not the manufacturer; the bidder has a back-to-back agreement with the manufacturer proposed by it.

0.6.5 Prerequisites for the staff on behalf of the bidder (for both baskets)

- 0.6.5.1 The bidder employs full time 3 analysts at the least, who hold at least 2 years of experience in providing services to customers using the proposed system.
- 0.6.5.2 The bidder shall introduce a candidate for the position of content expert. The candidate is required to prove that he has provided support services for the proposed system during the term 1/1/2013 through 31/12/2015, and made so to at least 3 customers.
- 0.6.5.3 The bidder shall introduce an information analyst (hereinafter the "**Analyst**") who meets the following requirements in aggregate (as of 31/12/2015):
 - 0.6.5.3.1 Holds relevant academic training in one or more of the following areas - political science, sociology/anthropology, social psychology, behavioral economics, communications and new media.
 - 0.6.5.3.2 Holds experience of 3 years at the least in analyzing information, behavior research as well as public opinion trends and Internet dialog.
 - 0.6.5.3.3 Has conducted at least 5 works concerning information analysis originating from the Internet and social networks.
 - 0.6.5.3.4 Holds experience in information processing (BIG DATA) which includes analysis and conclusion making on a qualitative/quantitative - statistical basis.

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0.6.5.4 The content expert and the analyst proposed by each bidder for a particular basket shall be referred to hereinafter as the **"Bidder's Staff"**.

0.6.6 General provisions for the prerequisites

0.6.6.1 Each bidder shall be entitled to present its candidacy for one or more of the baskets.

0.6.6.2 In order to prove meeting the prerequisites aforementioned, the bidder shall be entitled to present business customers or public customers, from Israel and/or abroad. The bidder shall not include a customer holding related company or stakeholder relations as their definition pursuant to the Securities Law, 5728 - 1968 with the bidder.

0.6.6.3 In order to prove the bidder's meeting the aforementioned prerequisites, the bidder shall be required to present that it has met the prerequisites itself, except for relying on subcontractors for compliance with the aforesaid prerequisites and for the determination of the quality score as stated in Articles 0.8.3.4 and 0 below, for the following issues only:

0.6.6.3.1 The manufacturer of the proposed system as stated in Article 0.6.4.5 above.

0.6.6.3.2 An analyst as stated in Article 0.6.5.3 above.

0.6.6.4 The bidder in the tender may be a partnership. It shall be clarified that in the case where the bidder is a partnership, all of the partners shall be required to meet the prerequisites in separate. The partnership shall be required to be duly registered as one of the conditions for signing the engagement agreement.

0.6.6.5 The bidder shall be allowed to introduce within the response one manufacturer only.

0.6.6.6 There is nothing to prevent one manufacturer from being introduced by more than one bidder in this tender.

0.6.7 Autonomic guarantee for presenting the proposal

0.6.7.1 The bidders' participation in the tender is conditioned upon attaching an autonomic and unconditioned or restricted by conditions guarantee for the benefit of the Ministry of Finances via the Accountant General in respect of any one of the proposals for each basket in accordance with the details below:

The basket type	The sum of the guarantee required
Basket 1 - for monitoring	NIS 75,000

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information from sources in the basic languages	
Basket 2 - monitoring information from international sources	NIS 50,000

- 0.6.7.2 Should the bidder wishes to participate in both baskets - a separate guarantee is to be submitted for each basket separately.
- 0.6.7.3 The tender caller shall be entitled to forfeit the guarantee, at its sole discretion, In case that the bidder withdraw its proposal, fail to meet any of its undertakings including the provision of an execution guarantee as required pursuant to Article 0.9.3 and/or fail to act in good faith as well as for any other reason as prescribed under the Mandatory Tenders Regulations, 5753 - 1993.
- 0.6.7.4 The guarantee shall be an Israeli bank guarantee or one of an Israeli insurance company holding a license to engage in insurance pursuant to the Control of Financial Services (Insurance) Law 5741-1981.
- 0.6.7.5 The validity of the initial guarantee shall be as prescribed under Article 0.2. At the tender caller's request, the bidders shall extend the validity of the proposal guarantee until a final decision on the results of this tender is reached. Should a bidder fail to extend its guarantee, its guarantee shall be forfeited.
- 0.6.7.6 Upon announcement of the winning supplier for each basket and signing an agreement with it, such guarantee shall be returned to the remaining bidders, except for the bidder that had been declared as a second qualified for each basket separately, as stated in Article 0.8.5 below. The guarantee of the bidder who shall be declared as being second qualified shall remain with the tender caller up to the date specified in Article 0.2 above.
- 0.6.7.7 The winning supplier for each basket shall be required to replace this guarantee with an execution guarantee as provided under Article 0.9.3 below, and all in accordance with the tender caller's instructions.
- 0.6.7.8 Bidders who wish so, may submit by e-mail the text of the guarantee to be examined by the tender caller, via the contact person, up to 7 business days prior to the date that had been set forth to be the final date for submitting proposals, and obtain a pre-ruling regarding the text of the guarantee letter.

0.7 The structure of the proposal

- 0.7.1 The bidder's proposal for a specific basket shall include 3 separate envelopes as detailed below (in the case of submitting a proposal for both baskets see Article 0.7.7.1 below):

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- 0.7.1.1 Envelop 1 - **the administrative prerequisites and the proposal guarantee** - this envelop shall include the documents listed in Article 0.7.4 below, and in accordance with the documents' order detailed in **Appendix 1**.
- 0.7.1.2 Envelop 2 - the **professional response** - this envelop shall include the documents listed in Article 0.7.5 below, in accordance with the documents' order detailed in **Appendix 1**.
- 0.7.1.3 Envelop 3 - **the price quote** - this envelop shall include the price quote form (**Appendix 8**) only. No other documents are to be submitted within this envelope.
- 0.7.2 It shall be clarified that a bidder that shall submit a proposal for more than one basket shall be required to submit the entire submission to each basket in separate (meaning, 3 envelopes with the content required for each basket).
- 0.7.3 A proposal submitted other than in the structure detailed above may be rejected outright, and at the sole discretion of the tenders committee.

0.7.4 Certificates and documents to be included within envelope 1

Below are the details of the required documents and certificates that are to be included as part of the envelope 1, and shall be valid as of the date of submitting the proposal:

- 0.7.4.1 The bidder's affidavit in the form specified in **Appendix 3**, in which it declares that it meets the prerequisites pursuant to Articles 0.6 and 0.6.5 above, including their required appendices.
- 0.7.4.2 A proposal guarantee as aforementioned in the form specified in **Appendix 2**, and pursuant to the sums listed in Article 0.6.6 above.
- 0.7.4.3 The certificates required pursuant to the Public Bodies Transactions Law, 5736 - 1976. An authorized official's (accountant or tax advisor) confirmation proving that the bidder maintains books pursuant to the Income Tax Ordinance [new Version] and the Value Added Tax Law, 5736 - 1975 (hereinafter the "VAT Law").
- 0.7.4.4 An updated print of the company/partnership's details, which may be produced through the Corporations Authority's website, at: <https://ica.justice.gov.il/Request/OpenRequest?rt=CompanyExtract>.
- 0.7.4.5 All of the tender documents (including the replies to the clarification queries), signed by the signatories on behalf of the bidder authorized to sign the bidder's response, on each page.
- 0.7.4.6 The engagement agreement attached to this tender as **Appendix 12**, as such is signed as aforesaid, and in addition, a full signature of the signatories on behalf of the bidder on the places required for such in the agreement.

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- 0.7.4.7 In case that the bidding corporation is controlled by a woman, an accountant's confirmation shall be submitted pursuant to Article 2b of the Mandatory Tenders Law, 5752 - 1992.
- 0.7.4.8 Details of the parts that the bidder wishes to mark as confidential for the purpose of Article 0.8.4.10 below.
- 0.7.4.9 A statement given by the supplier's staff introduced by the bidder, the manufacturer, and the sub-contractors of their commitment to maintain confidentiality in the form attached as **Appendix 11**. The manufacturer's statement may be submitted in the English version attached as Appendix 11a of the tender documents.
- 0.7.4.10 An attorney's confirmation for the signatories on behalf of the bidder to submit a proposal for this tender as well as sign the engagement agreement.
- 0.7.5 Certificates and documents to be included within envelope 2 - the technological response (separately for each basket):
- 0.7.5.1 The bidder's affidavit for proving its compliance with the prerequisites - the affidavit shall be in the binding form noted in **Appendix 4**, signed by the signatory/ies on behalf of the bidder and verified by an attorney, according to which, as of the date of submitting the proposal, the bidder meets the requirements listed in Article 0.6.3 in submission for basket 1 above, or 0in submission for basket 2 above. **This form is to be submitted in separate for each basket to which the bidder submits its candidacy.**
- 0.7.5.2 Specification of customers - **Appendix 6** is to be attached specifying the customers obtaining services through the proposed system, based on which the bidder is presenting its compliance with the prerequisites for determining the quality score.
- 0.7.5.3 Response to chapters 2 and 3 - confirmation of the proposed system's features for proof of compliance with the prerequisites and for determining the quality score, and so pursuant to the requirements set forth in chapters 2 and 3 of the tender documents. The response shall be carried out in accordance with **Appendix 5**.
- 0.7.5.4 A manufacturer's affidavit in which it states that it meets the requirements set forth in Article 0.6.4.5 above, attached as **Appendix 7**. The bidder shall be allowed to attach as appendix additional liabilities of the manufacturer towards the tender caller, pursuant to the provisions of Article 0.8.3.7 below.
- 0.7.5.5 Response to Chapters 1 and 4 - the responses to these chapters are to be attached pursuant to the provisions set forth in the chapters' articles. Provisions for the responses concerning this issue as provided under Article 0.5 above:

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0.7.5.5.1 This response is to be submitted through an Excel file that includes the article's number, the article's title and the bidder's response.

0.7.5.5.2 As to an article classified as not requiring a reply, the bidder's proposal shall note "I have read and understood and agree to such".

0.7.5.5.3 In the case of a primary article (X.X) which includes articles and components following - there is no need for a reply regarding each one of the sub-articles, and a reply to the primary article is sufficient.

0.7.5.6 The licensing terms for the proposed system.

0.7.5.7 Examples of analysis works performed by the analyst introduced by the bidder. In the event where the works themselves cannot be attached - it shall be possible to attach a brief, which shall include the essence of the analysis performed, without including information that is protected by customer confidentiality.

0.7.6 Certificates and documents to be included within envelope 3 - the price quote

0.7.6.1 Envelope 3 - the price quote, solely **Appendix 8** is to be attached. No additional documents are to be attached.

0.7.6.2 The bidder's price quote, included within envelope 3, shall be **solely in New Israeli Shekels**, to which legal VAT is to be added to the extent that the bidder is required to charge VAT. **No other currency is to be noted in the proposal.**

0.7.6.3 The costs listed by the bidder shall state fixed and final prices and shall include payment for all of the winning supplier's expenses, including fees and taxes that apply to the supplier for the provision of the services required by this tender, as well as any other expense that shall be required for implementing this tender, except for VAT.

0.7.6.4 The prices offered within the proposal shall not be conditional in any way upon commitment of the customer to any amounts and/or scopes whatsoever.

0.7.7 General provisions concerning submission of the proposal

0.7.7.1 Each proposal shall include envelope no. 1 (once), as well as envelopes 2 and 3 for each basket separately.

0.7.7.2 The proposal for the tender shall be submitted in 2 printed, completely identical copies. One copy is to be marked as an original and the other as a copy.

0.7.7.3 Each proposal shall include the envelopes detailed in Article 0.7.7.1 above, and shall be submitted as it is wrapped in one, carefully sealed package (an envelope or box), not bearing information regarding the bidder or any other external identification mark. The package shall bear the text "Public Tender No. 06-2016

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for the Provision of Information Monitoring Services to Government Ministries Basket _____" [shall note the relevant basket or baskets for which the proposal is submitted].

- 0.7.7.4 Each copy within the proposal shall be submitted in the order required pursuant to the table of contents listed in **Appendix 1**. Each article within the response is to be separated using a separating page/buffer. The numbering of the response articles shall be pursuant to the order of their display in **Appendix 1**, while noting the article's number within the tender documents which the relevant response addresses.
- 0.7.7.5 A disk on key shall be attached to each envelope, including the contents of envelopes 1 and 2 in PDF and Microsoft Word files for documents, and Microsoft Excel files for forms. **The contents of envelope 3 - the price quote - are not to be included in the file.** Identity between the contents of the proposal and the contents of the optical medium is required. In the event of discrepancy, the noted in the printed proposal's contents shall prevail.
- 0.7.7.6 The response, including all of its attachments (excluding technical material related to the proposed system and the manufacturer's statement), as well as notices and requests regarding the tender, shall be in Hebrew. In case that the original language of an attachment to the proposal be in a language other than Hebrew, the original document shall be attached along with a notary confirmation of the translation into Hebrew.
- 0.7.7.7 The contents and structure of the reply to each component (as well as sub-component) shall be compatible with the classification of the component: M, G and S - as defined in Article 0.5.3 above.
- 0.7.7.8 The proposals shall be submitted via personal delivery or courier services only.
- 0.7.7.9 It shall be clarified that the bidder is not required to reply individually to specific articles within Chapter 0 of the tender documents beyond that required in the appendices and forms, unless such is explicitly stated within the tender documents.
- 0.7.8 The validity of the proposal, the completeness of the proposal and encompassing liability (I)**
- 0.7.8.1 The validity of the proposal is listed above within the date's table included in Article 0.2. The tender caller shall be entitled to notify of the extension of the proposal's validity for an additional term that shall not exceed 60 days, and so until given a final decision and selecting a bidder as a winning supplier. The bidder shall not be entitled to withdraw its proposal during the aforementioned term, otherwise its guarantee shall be forfeited pursuant to Article 0.6.7.2 above.
- 0.7.8.2 It is clear and agreed by the parties that the proposal submitted shall be complete, and offered as one integrative and operational unit. The proposal's

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submitter shall be considered the main contractor and will be liable for all activities and deliverables.

- 0.7.8.3 The bidder's proposal shall include all of the ancillary components required for the provision of the required services.

0.8 Review of the proposals and their evaluation (I)

0.8.1 Stages of reviewing the proposals

- 0.8.1.1 Each basket shall stand on its own and the proposals submitted within one basket shall be reviewed in separate and with no connection to the other baskets, other than where explicitly stated otherwise within the tender documents.
- 0.8.1.2 The tenders committee shall be entitled to conduct the review process for each basket in separate or at the same time, at its discretion.
- 0.8.1.3 The bidders' proposals shall be reviewed in accordance with the stages of reviewing the proposals as specified below.
- 0.8.1.4 The tenders committee shall be entitled to appoint a sub-team on its behalf to review the proposals at any of the review stages.
- 0.8.1.5 The tender caller shall be entitled to- however not required to- allow a bidder, following the submission of the proposal, to complete technical details within its response, and attach additional references for proving the stated in the forms or affidavits.
- 0.8.1.6 Only a proposal that meets each stage of the review process shall move on to the next review stage.

0.8.2 Stage A in reviewing the tender - compliance with the prerequisites

- 0.8.2.1 This stage shall examine the compliance of all of the responses with the administrative prerequisites , in accordance with the documents to be included within envelope No. 1.
- 0.8.2.2 The review shall include, among other things, the existence of the guarantee terms as provided under Article 0.6.7 above, as well as the existence of all of the documents required pursuant to the tender documents, as such are complete and duly signed.
- 0.8.2.3 The tender caller shall be entitled to disqualify proposals that do not meet such provisions.
- 0.8.2.4 A proposal of a bidder found by the tenders committee to be competent to comply with the requisites shall be determined as an approved bidder, and its proposal shall be referred to the next review stage.

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0.8.3 Stage B in reviewing the tender - setting the quality score

- 0.8.3.1 Within this stage, the documents and files included in envelope No. 2 - the professional response- shall be reviewed.
- 0.8.3.2 The bidders' proposals at this stage shall be granted a quality score (between 0-100) for each proposal (hereinafter the "Quality Score").
- 0.8.3.3 The evaluation of the proposals' quality shall vary according to the basket offered.
- 0.8.3.4 The quality evaluation of the proposals for basket 1 - monitoring information from sources in the basic languages shall be carried out according to the following weights:

Scoring issue	Parameter for the quality score	Manner of determining the score	Maximum quality score
Number of customers	The number of customers obtaining services using the proposed system during the term 1/1/2013 through 31/12/2015.	3 points for each customer over 3 customers, as required pursuant to Article 0.6.4.2 above.	30
Scoring the proposed system	Features of the proposed system	For the bidder's proof concerning the compliance of the system with the requirements labeled S in Chapter 2 below.	25
	Compliance of the proposed system with the technological requirements.	For the bidder's proof concerning the compliance of the system with the requirements set forth in Chapter 3 below.	10
The bidder's	The relevant experience of the content expert introduced on behalf of	1 point for each year of experience in providing support for the proposed	5

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staff	the bidder in providing services for the proposed system.	system beyond that required by the prerequisites.	
	The proposed analyst's experience (as set forth in Article 0.6.5.3 above).	As set forth in Article 0 below.	10
General impression	General impression of the bidder, the proposed system and the bidder's staff.	As set forth in Articles 0 and 0 below.	20
Total maximal score			100

0.8.3.5 The quality evaluation of the proposals for basket 2 - monitoring information from international sources shall be carried out according to the following weights:

Scoring issue	Parameter for the quality score	Manner of determining the score	Maximum quality score
Number of customers in Israel and worldwide.	The number of customers obtaining services using the proposed system during the term 1/1/2013 through 31/12/2015.	1 point for each customer over -10 customers, as required pursuant to Article 0.6.4.2 above.	15
The scope of the customers who obtain services using the proposed system in Israel.	The number of customers for whom the bidder had executed installation of the system and had provided them with information monitoring services in Israel during the term 1/1/2013 through 31/12/2015.	3 points for each additional customer over that required pursuant to Article 0.6.4.2 above.	15

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Scoring the proposed system	Features of the proposed system.	For the bidder's proof concerning the compliance of the system with the requirements labeled S in Chapter 2 below.	25
	Compliance of the proposed system with the technological requirements.	For the bidder's proof concerning the compliance of the system with the requirements set forth in Chapter 3 below.	10
The bidder's staff	The relevant experience of the content expert on behalf of the bidder in providing services for the proposed system.	2 additional points for each year of experience in providing support for the proposed system.	5
	The information analyst's experience (as set forth in Article 0.6.5.3 above).	As set forth in Article 0 below.	10
General impression	General impression of the bidder, the proposed system, the manufacturer's liability towards the bidder and the bidder's staff.	As set forth in Articles 0 and 0.8.3.8 below.	20
Total maximal score			100

0.8.3.6 The quality evaluation of the information analyst - shall be carried out according to the following weights:

0.8.3.6.1 Test Case for the proposed information analysts on a uniform subject for all of the bidders.

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0.8.3.6.2 Customers' evaluations concerning the quality of the analysis works performed by the proposed information analyst and the ability to meet time tables.

0.8.3.6.3 Evaluation concerning the professional level of the proposed information analyst pursuant to a personal interview.

0.8.3.7 The quality score regarding the issue of general impression shall be given according to the following matters:

Issue	Details	Maximal score
General impression of the bidder	Amongst others, based on - customers' recommendations, presentation of works for government ministries in Israel and abroad, readiness for implementation.	5
Impression of the complexity of projects carried out by the bidder for customers using the proposed system.	The variety of queries, quantity of information included, variety of information sources, variety of languages.	5
The level of the manufacturer's commitment towards the bidder within the engagement agreement between the two and towards the tender caller within an accompanying letter submitted by it as part of the response.	<p>Among others, the following points shall be reviewed:</p> <p>A. The level of the bidder's accreditation for providing services for the proposed system.</p> <p>B. The level of the manufacturer's commitment to provide the full warranty and professional backup required for the bidder in Israel.</p> <p>C. The level of the manufacturer's commitment to provide software updates for the proposed system.</p>	5

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	<p>D. The existence of the manufacturer's commitment to cooperate in the transfer of the accumulated information to any alternate supplier that may be selected by the the tender caller and/or the ministries at any time required.</p> <p>E. The manufacturer's commitment to continue providing the services directly to the tender caller, via another entity that may be selected by it, to the extent required.</p>	
<p>Impression of the bidder and the bidder's staff</p>	<p>Personal impression of the content expert in accordance with the interview, the bidder's experience in working with government ministries (in Israel and abroad), the level of detailing in the response in respect of the tender documents' requirements, readiness for implementation.</p>	<p style="text-align: center;">5</p>

0.8.3.8 For determining the personal impression score, the tenders committee or the sub-team on its behalf shall be entitled to examine the following issues regarding the bidder and the staff it proposes:

0.8.3.8.1 Data submitted by the bidder within the response and as part of an interview with him.

0.8.3.8.2 Contacting references introduced within the response, all or some of them, as well as other entities who had received services from the bidder, for obtaining details concerning the service they received from the bidder and their satisfaction.

0.8.3.8.3 The experience of government entities in working with the bidder.

0.8.3.8.4 Experts' opinions.

0.8.3.8.5 Examples of analysis works submitted by the bidder for other customers.

0.8.3.8.6 Visiting the bidder's offices and reviewing the human resources it employs.

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0.8.3.8.7 Any other information source at the discretion of the tenders committee's sub-team.

0.8.3.9 Following issuance of the score for each of the issues detailed above, the overall quality score of the proposal shall be calculated for each basket separately, by adding up the points the proposal had accumulated in each chapter (hereinafter the "Quality Score").

0.8.3.10 After determining the quality score as stated above, the bidders shall be rated for each basket separately, from the highest to lowest quality score. The proposal with the highest quality score shall be granted a quality grade of 100, while the other proposals shall be granted a relative grade according to the ratio of their proposal's quality score to the score of the best quality proposal, pursuant to the following formula:

THE QUALITY GRADE FOR THE REVIEWED PROPOSAL = THE QUALITY SCORE OF THE REVIEWED PROPOSAL DIVIDED BY (÷) THE QUALITY SCORE OF THE PROPOSAL THAT HAD BEEN GRANTED THE HIGHEST QUALITY SCORE AMONG ALL OF THE PROPOSALS FOR SUCH BASKET, MULTIPLIED BY 100.

FOR EXAMPLE, SHOULD THE SCORE OF THE HIGHEST QUALITY PROPOSAL BE 90, AND THE SCORE OF THE REVIEWED PROPOSAL BE 72, THE QUALITY GRADE OF THE REVIEWED PROPOSAL SHALL BE: 80 POINTS = 72/90 X 100.

0.8.4 Stage C - the stage of price quotes and determining the price evaluation

0.8.4.1 Following approval of the quality grade for the relevant basket by the tender committee, each of the bidders' envelope 3 - the price quote - shall be opened.

0.8.4.2 The price quotes for each basket shall be weighted according to the mechanism described in Article 5.3 below.

0.8.4.3 The proposals in each basket shall be rated pursuant to weighting the quality grade with the price quote according to the following formula:

$$EP = P_i \times \left(1 - 0.6 \times \left(\frac{Q}{100}\right)^{0.7}\right)$$

EP - the price estimate

Q - The quality grade of the proposal as detailed in Article 0 above, according to the basket.

P_i - the price quote for proposal I as detailed in Article 0.8.4.2 above.

0.8.4.4 The proposals for each basket shall be rated in accordance with the price estimate such had been awarded, as the proposal with the lowest grade shall be rated first, the proposal with the second lowest price estimate shall be rated second and so on.

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- 0.8.4.5 Following the conclusion of the proposals' weighting process, the tender committee shall announce the bidder for each basket, who had offered the proposal with the lowest price estimate **as a bidder who is a candidate for winning.**
- 0.8.4.6 In the event where following the weighting of the results for each basket, two proposals shall be awarded an identical price estimate, and one of the proposals is a business controlled by a woman (according to the affidavit submitted by the bidder pursuant to that prescribed under Article 0.7.4.7 above), such proposal shall be declared as the tender winner.
- 0.8.4.7 After the bidders who are candidates for winning had met all of the terms set forth in Article 0.9 below, the tender committee shall declare the relevant bidder who is a candidate for winning to be **the winning supplier**, one for each basket.
- 0.8.4.8 There is nothing in the declaration of a supplier as being a candidate for winning to create contractual relations between the parties, as such shall be formed only upon the signatories on behalf of the tender caller signing the engagement agreement between the parties, and issuance of a signed and approved order by the signatories, pursuant to the Finance and Economy Instructions.
- 0.8.4.9 In accordance with the Mandatory Tenders Regulations, 5753 - 1993 (hereinafter the "Tenders Regulations"), bidders who have not won the tenders shall be entitled to request reviewing various documents and the winning supplier's proposal only for the proposed basket. It shall be clarified that review of the second qualified proposals shall not be allowed, as long as such had not been declared as a winning supplier for the basket.
- 0.8.4.10 A bidder shall be entitled to note in advance (within his reply to Article 0.7.4.8 above) which parts in its proposals it believes constitute a commercial secret or professional secret, and why. Should a bidder choose to note regarding any of the details in its proposal it believes to be a commercial secret or professional secret, and its proposal has been declared as winning, the tender committee shall be entitled, at its sole and absolute discretion, to prevent review of such detail. A bidder that shall note its proposal includes parts that constitute a commercial or professional secret shall not be entitled to review correlating parts of other proposals.
- 0.8.4.11 It shall be clarified that notwithstanding the aforementioned, the tender committee shall be entitled, and so at its discretion, to present to bidders that had not won the tender any document which it believes does not constitute a professional or commercial secret, and is required in order to comply with the Tenders Regulations.
- 0.8.4.12 It shall be hereby stressed that pursuant to the provisions of Regulation 21(F) of the Tender Regulations, review of the tender documents, the resolutions of the

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tender committee and/or the sub-committees, the winning proposal and any other document in respect of this tender to the extent its review shall be allowed, subject to the decision of the tender committee, shall be allowed for fee to cover the cost entailed, as the tender committee shall find due.

0.8.5 Selecting the second qualified

- 0.8.5.1 After determining the candidate for winning in each basket, the tender committee, at its sole discretion, shall be entitled to select the bidder whose price estimate had been rated second in such basket after the candidate for winning, as a "second qualified". It shall be clarified that the decision on a second qualified is separate for each basket.
- 0.8.5.2 Should a bidder be announced as being second qualified, the validity of its proposal shall be extended up to the date set forth in Article 0.2 above. The bidder whose proposal is declared as second qualified shall be required to continue and deposit with the tender caller the proposal guarantee as prescribed under Article 0.6.7.6 above, and so after extending its validity up to the date set forth in Article 0.2 above.
- 0.8.5.3 In the event where the winning supplier for one of the baskets shall fail to comply with any of the tender requirements or fail to act in good faith or for any other reason set forth in the tender documents, the tender caller, at its sole discretion, shall be entitled to notify the second qualified that it is a candidate for winning and following, engage with the second qualified (subject to its meeting the terms listed in Article 0.9 below), pursuant to the terms of the tender and the proposal of the second qualified, rather than with the winning supplier.
- 0.8.5.4 Should a second qualified bidder be declared as winning, it shall be required to meet, within 30 days following receipt of such notice, the tasks imposed on the winning supplier as detailed below.

0.9 Requirements of a bidder who is a candidate for winning and signing the agreement

0.9.1 Execution of POC - Proof of Concept

- 0.9.1.1 Upon announcing a bidder as being a candidate for winning a particular basket by the tender committee, the tender caller shall request the candidate for winning pursuant to the tender results, to demonstrate the capabilities of the proposed system and executing analysis using such in order to prove its meeting the proposal for the tender and its requirements for the basket it had won.
- 0.9.1.2 In the event where the same bidder has won both baskets, the tender caller shall be entitled to request that the execution of the aforementioned process be performed in a unified manner.

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- 0.9.1.3 Proof of the candidate's compliance with each basket shall be carried out in one or more of the following manners, in accordance with the request of the tender caller, at its sole and complete discretion, and in the manner and form that may be requested by it, concerning one or more of the details included in the proposal:
- 0.9.1.3.1 Demonstration of the services' operation using the proposed system for examining the prerequisites and demonstration of the additional features' operation using the system as detailed in the bidder's response.
 - 0.9.1.3.2 Establishment of a demonstration for the proposed systems by scenarios to be set forth by the tender caller, which shall be referred to the candidate for winning following the announcement on winning.
 - 0.9.1.3.3 Submission of laboratory certificates or an external examining entity, at the request of the tender caller.
 - 0.9.1.3.4 Any other manner that may be required in order to prove to the tender caller's satisfaction that the bidder's proposal meets all of the tender requirements or the bidder's statements in its proposal, at the tender caller's discretion.
- 0.9.1.4 The customer reserves the right to hold a demonstration/presentation/discussion for completing issues that had not been clarified within the POC. The tender caller shall be entitled to request that the bidder, together with any entity that is supposed to take part on its behalf for delivering the tender, to clarify that which needs clarification and to appear before the tender committee.
- 0.9.1.5 The tender caller shall refer to the candidate for winning in each basket the list of the required examinations within 7 business days following its declaration as a candidate for winning, the candidate for winning shall be allowed to request clarifications and modifications in the examination process within 3 business days following receipt of the list of examinations from the tender caller. In any event, the tender caller's decision shall prevail.
- 0.9.1.6 The systems and services shall be examined by the sub-committee on behalf of the tender caller.
- 0.9.1.7 Should it be learned that the system does not meet the tender requirements, the tender caller shall be entitled to request that repairs be made in demonstrating the services using the proposed system. The bidder that is a candidate for winning shall be required to carry out the repairs within 7 days following receipt of the tender caller's request.
- 0.9.1.8 Should the bidder fail to perform the repair, the tender caller shall be entitled to disqualify the proposal. In such case, the tender caller shall be entitled to refer to the second qualified in such basket, as prescribed under Article 0.8.5.2.

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In such case, the second qualified shall be reviewed by inspections as detailed in this chapter. Should the second qualified fail the examinations, such bidder shall be disqualified, and the tender committee shall have the possibility to exercise its discretion of whether to cancel the tender, or select another bidder for such basket to be a candidate for winning.

0.9.2 Terms for signing the engagement agreement

- 0.9.2.1 The candidate for winning shall submit within 30 days following receipt of the announcement on its winning, a detailed work plan for the provision of the required services. The work plan shall include the manner in which the candidate for winning prepares for commencement of the provision of the required services (including meetings with the ministries in order to learn of the requirements and other).
- 0.9.2.2 The candidate for winning shall present the staff on its behalf that shall include at the least the content expert and analyst that were introduced within the response for working with all of the ministries (hereinafter the "**Supplier's Staff**").
- 0.9.2.3 The supplier's staff members shall state and commit that commencing on the date of signing the engagement agreement they have no and shall have no conflict of interest of any kind whatsoever in respect of the provision of the services subject matter of the tender, throughout the work, unless consent had been granted for such in advance by the tender caller, as well as that they shall take the measures required of them by the tender caller in order to remove or reduce concern of conflict of interest, and all pursuant to the text of the commitment attached as **Appendices 11 and 11A, as applicable**.
- 0.9.2.4 Insurance - the candidate for winning shall be required to present valid insurance pursuant to that required under the insurance appendix attached hereby as **Appendix 9**, as a condition for declaring its winning. The candidate for winning shall be able to refer to the tender caller clarification inquiries concerning the insurance appendix.
- 0.9.2.5 Should the candidate for winning fail to present the insurance certificates as required within 3 weeks following the announcement on its candidacy for winning, however no later than the date of signing the agreement, the tender caller shall be entitled to forfeit its guarantee and elect the second qualified to be a candidate for winning.
- 0.9.2.6 The framework supplies shall be required, at the customer's discretion, to provide the reports required for payment for its work within the framework of the Government Suppliers Portal, noting the Regulations, Finance and Economy instructions as well as the relevant guidelines provided by the Accountant General. It shall be emphasized that the winning supplier shall bear all of the costs entailed in connecting to the Government Suppliers Portal.

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0.9.3 Performance Guarantee (I)

0.9.3.1 As a condition for the customer to sign the engagement agreement with the winning bidder for a particular basket, the winning bidder shall draw in favor of the customer, within 7 days following receipt of the notice on its being a candidate for winning a particular basket, an autonomic, unconditional guarantee, pursuant to the guarantee sum quoted for the basket as detailed below (hereinafter the "**Performance Guarantee**"):

0.9.3.1.1 Basket 1 - for monitoring information from sources in the basic languages - NIS 150,000.

0.9.3.1.2 Basket 2 - monitoring information from international sources - NIS 100,000.

0.9.3.2 The guarantee shall be in the binding form listed in **Appendix 13** (with no modification or deviation in any detail), and valid through the expiration of the engagement term. The guarantee shall be linked in the rate of 100% to the CPI, as the base index shall be the index known on the date of submitting the response to the tender.

0.9.3.3 The tender caller and/or the customer shall be entitled to forfeit the winning guarantee should the winning supplier fail to meet any of its undertakings and/or fail to act in good faith pursuant to its proposal, the tender provisions and the engagement agreement throughout the procurement and service term.

0.9.3.4 The guarantee shall be an Israeli bank guarantee or one of an Israeli insurance company holding a license to engage in insurance pursuant to the Control of Financial Services (Insurance) Law 5741-1981.

0.9.3.5 Such guarantee shall replace the guarantee submitted by the bidder that had won the tender due to submitting its proposal for the tender.

0.9.4 Signing the agreement

0.9.4.1 The bidder shall attach to its proposal the agreement listed in **Appendix 12**, as such is signed by the bidder's signatories and bearing the corporation stamp.

0.9.4.2 Only after declaring the bidder to be the winner, and its compliance with all of that required of a candidate for winning, including the insurance requirements and obtaining a bank guarantee due to winning, the tender caller shall add its signature to the agreement, and only on such date and following the agreement shall bind the tender caller.

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0.9.4.3 The engagement term shall commence on the date of the signatories on behalf of the tender caller signing the agreement and the order, through the expiration of the engagement term or the extended engagement term (as applicable), pursuant to the provisions of the engagement agreement.

0.9.5 Subcontractors during the course of the engagement term

0.9.5.1 Following its election to be the winning supplier and signing the engagement agreement with it, the supplier shall be required to carry out all of the services in an independent manner, except for explicit services that had been allowed within the tender documents or that it may be allowed to carry out by subcontractors, approved by the tender caller, and at its sole discretion.

0.9.5.2 Should the supplier choose to implement the required services through subcontractors, the winning supplier shall present the subcontractors to be approved by the customer, following the announcement of its being the winning supplier, as necessary.

0.9.5.3 The winning supplier shall be required to attach a commitment letter from each of the subcontractors it shall employ, within which such shall declare that they are not in conflict of interest and they commit to confidentiality in connection with the services, subject matter of the tender. The letter shall be in accordance with the form included in **Appendix 11**.

0.9.5.4 It shall be clarified that in any event, the liability for implementing the services required of the winning supplier or anyone on its behalf towards the tender caller and the customers, is that of the winning supplier.

0.9.5.5 The customer shall be entitled to set forth provisions for the winning supplier's engagement with subcontractors, including insurance issues and security requirements.

0.9.5.6 Nothing in this Article above is to constitute any presentation and/or undertaking whatsoever for granting approval for employment of subcontractors, whether for performing some of the required services, or any at all.

0.10 Powers of the tender caller (I)

0.10.1 Cancellation of the tender

0.10.1.1 The tender caller shall be entitled, at its sole discretion, to cancel the tender or publish a new tender. Notice on the cancellation of the tender shall be sent to all of the bidders that had submitted proposals for the tender.

0.10.1.2 The tender caller shall not be required to compensate the bidders in the event of cancellation for any reason, in any manner whatsoever.

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0.10.2 Completeness of the proposal

0.10.2.1 By submitting the proposal, the bidder agrees that the tender caller shall be entitled, however not required, at its discretion at terms it may determine, without requiring any duty of reasoning, and also concerning the tender articles classified as M or a requirement classified as S upon minimal request:

0.10.2.1.1 To allow a bidder whose proposal is restricted, lacking or flawed to amend or complete its proposal.

0.10.2.1.2 To discuss with the bidder the details of its proposal and request of the bidders, whether it is a single bidder or a number of bidders (including with some of the bidders only), to amend their proposals, whether verbally or in writing, whether at one stage or at several stages.

0.10.2.1.3 Without detracting from any of the tender caller's rights, including the possibility of disqualifying a proposal that does not meet the terms of this tender, the tender caller reserves the right to require that the bidder itself appear before the tender committee or anyone on its behalf, together with any entity that is intended to take part in implementing the tender on its behalf pursuant to its proposal, and present its proposal and/or any document it may be required to, and answer the questions presented to it by the tender committee, as well as clarification assertions or completion.

0.10.2.2 Without derogating from the aforementioned, the tender caller shall be entitled to completely ignore a proposal due to lack of detailed reference to any of the tender articles that the tender caller may believe prevents assessing the proposal as being eligible, or such being a prerequisite or a requirement classified M or a requirement classified S upon minimal request.

0.10.2.3 Should a bidder be required to respond in writing, the bidder shall reply pursuant to the timetables to be set forth by the tender committee within its request provided.

0.10.3 Disqualification of bidders

0.10.3.1 The tender caller shall treat severely submission of strategist proposals (for example, proposals that include irregular prices/discounts for certain services), both in respect of the price quote itself as well as relative to the proposals of other bidders or the tender caller's assessment (to the extent that the tender committee may decide to draw an assessment for this tender), as well as any event of action in bad faith. In such event the tender caller shall be entitled to remove the bidder from the list of the bidders in the tender, to disqualify its proposal and forfeit the proposal guarantee it had submitted.

0.10.3.2 The tender caller reserves the right to outright disqualify a bidder that had worked with the tender caller or other government ministry in the past, and it had been learned that it failed to meet the standards of the required service, or

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that it had been learned there is a problem with its credibility or there is written negative opinion regarding the quality of its work or work relations with any government entity.

0.10.3.3 The tender caller reserves the right to outright disqualify a bidder that had submitted a proposal for a previous tender called by the tender caller or another government ministry, and it had been learned that it had submitted a false proposal or statement. In such cases the bidder shall be granted the right of appeal in writing or verbally prior to issuing the final decision, and so subject to the tender committee's sole discretion.

0.10.3.4 The tender caller shall be entitled to disqualify any proposal for a basket that does not meet the tender requirements even after the bidder had been given the opportunity to complete and amend its proposal (to the extent such possibility had been granted, at the tender caller's discretion), and specifically a proposal that does not meet a requirement classified M or a requirement classified S with a minimal requirement.

0.10.4 Ordering or deleting required services

0.10.4.1 The tender caller shall be entitled to add or delete from the list of required services in the basket, additional services that may be derived as a result of a change in the information monitoring services obtained by the government ministries and/or the ancillary entities.

0.10.4.2 In the event of such addition or deletion, the supplier shall be required to provide the updated services in accordance with the payment mechanism detailed in Chapter 5 of the tender documents. It is clarified that the supplier shall not be entitled to additional consideration beyond that provided under Chapter 5.

0.10.5 Prohibition of coordinating proposals

0.10.5.1 The bidder, a stakeholder in the bidder, any entity the bidder is a stakeholder or officer at, none of such shall act to coordinate the bidder's proposal with any other bidder, both prior to conducting the tender as well as during such.

0.10.5.2 In the event of coordinating proposals as aforementioned, the tender caller shall be entitled to suspend a bidder from participating in the tender and forfeit the guarantees in its possession.

0.10.5.3 Without derogating from the generality of the aforementioned, such is a prohibition of coordinating proposals including:

0.10.5.3.1 Engaging in any explicit agreement or understanding whatsoever with any person or entity - except for a person or entity that is a stakeholder in the bidder - regarding costs, collaboration, financing, prices, transfer of assets, strategies for the proposal etc.

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0.10.5.3.2 Receipt of information as aforesaid or trading information in another manner, publishing information or its disclosure to any person or entity, as the bidder is aware that the person or entity is a stakeholder or officer or agent or employee of another bidder within the course of the tender.

0.10.6 Negotiations

0.10.6.1 The tender caller shall be entitled to negotiate with the bidders and/or any of them, at any stage. The procedures for the negotiation process shall be determined by the tender committee. The tenders committee reserves the right to negotiate with several bidders at the same time.

0.10.6.2 During the course of negotiations or as a result of such, the customer shall be entitled to request any of the bidders to adjust, modify or improve their proposals, in full or in part, including the price quote.

0.11 Miscellaneous provisions (I)

0.11.1 The jurisdiction for all matters in connection with issues and matters relating to the tender, or in any claim resulting from its management process, shall be that solely of the competent courts in Jerusalem.

0.11.2 This tender is the tender caller's intellectual property, and is relayed to the bidder solely for the purpose of submitting its proposal. No use is to be made of such other than for the purpose of drawing the bidder's proposal.

0.11.3 The tender documents are not classified.

0.11.4 The tender caller/customer undertakes to refrain from making use of the bidder's proposal, other than for the purposes of the tender. The tender caller undertakes to refrain from disclosing the proposal's content to any third party other than the consultants employed by it, which shall also be imposed with the duty of confidentiality, and except to the extent that such may be required pursuant to law (so for example, within and by virtue of the right to review the tender documents).

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1 GOALS (I)

1.1 General - highlights

The Government Procurement Administration at the Accountant General Division of the Ministry of Finances, hereby requests proposals for the provision of services for monitoring, retrieval and analysis of information from sources found on the Internet for government ministries.

1.2 Customer and implementation expert

- 1.2.1 Customer or primary user - government ministries and the assisting units as provided under Articles 0.1.2 and 0.3.1 above.
- 1.2.2 Implementation expert(s) - the professional entity at the Government Procurement Administration, as well as new-media entities and spokesmen at the customers.
- 1.2.3 Customers - the government ministries.

1.3 Goals and targets

- 1.3.1 The government ministries and ancillary entities that shall be approved for this tender (to the extent such shall be approved), require from time to time services for monitoring, retrieval and analysis of diverse information found on the Internet, and so in order to learn of public needs, analyze trends, prepare for changes and improve the quality of services provided to the public.
- 1.3.2 The monitoring and analysis are required for existing information in Israel, in basic languages (as set forth in the table of definitions) as well as from international sources and additional languages besides the basic languages.
- 1.3.3 In order to do so, the government ministries wish to purchase technological services to assist them in carrying out their work, as well as obtain support and maintenance services for the proposed technology.

1.4 The method used to achieve the goals

- 1.4.1 The selected supplier/s shall provide the tender caller and government ministries with a system that shall allow them to carry out the monitoring and analysis work of the required information. The system shall include the ability to locate information, categorize it and make it available information based on analysis capability and generating reports.
- 1.4.2 In addition, the selected suppliers shall be required to provide maintenance services, training and assistance to the government ministries while working with the proposed system.

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1.5 Description of the current situation

- 1.5.1 Presently the government ministries monitor the information on the Internet through local suppliers and local solutions kept in the ministries.
- 1.5.2 The problems of the current situation:
 - 1.5.2.1 Lack of a unified technology base to store all of the required information.
 - 1.5.2.2 Lack of the ability to retrieve information in real time
 - 1.5.2.3 Lack of coverage of a wide range of the information sources existing on the Internet.
 - 1.5.2.4 Lack of coverage of information in languages worldwide and sources throughout the world (in addition to sources in Israel).
 - 1.5.2.5 The availability of information and the manner of accessing such require improvement.

1.6 Time line

This tender shall be in effect pursuant to the definition of the engagement term detailed in the tender documents.

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2 CHAPTER 2 - IMPLEMENTATION

2.1 General

- 2.1.1 The details of the system's requirements are listed in this chapter. The requirements are separated in accordance with the baskets:
- 2.1.1.1 The provisions of Article 2.2 - for mandatory basket 1 (M).
 - 2.1.1.2 The provisions of Article 2.3 - for mandatory basket 2 (M).
 - 2.1.1.3 In addition, all of the bidders for baskets 1 and 2 are required to present the manner in which they comply or shall comply by the expiration of the establishment term, with the requirements listed in Articles 2.4-2.6 below.
 - 2.1.1.4 Response to requirements marked as optional requirements, as detailed in Article 2.9 below, shall constitute an advantage and shall be weighted within the quality examination as stated in Articles 0.8.3.4 and 0.8.3.5 above.
- 2.1.2 It shall be clarified that in response to the requirements marked M, the bidder shall be required to present the current existing response within the proposed system, or present a road map for executing adjustments in the system to comply with the requirements that are listed as M.
- 2.1.3 In response to this Article, the bidder shall present its proposed perception for the system, as provided and detailed in this Article and its appendices. The bidder shall submit its response within **Appendix 5**, and shall note whether the system it proposes meets the requirements detailed above and add reasoning and examples. The explanation may be demonstrated using screen shots from within the system itself.

2.2 The system's information sources - basket 1 (M)

- 2.2.1 The system shall provide all of the monitoring services for information from the sources listed below:
- 2.2.1.1 Monitoring information from leading news websites in Israel - the system shall enable monitoring **Israeli and international news websites operating in Israel**, and so covering at least 70% of the websites ranked by Alexa. Measuring shall be carried out once a month (by measuring the number of entries onto the websites) throughout the engagement term, and the supplier shall be required to update the websites monitored by it pursuant to the customer's request, and so within 30 days following the date of the websites' update on the aforesaid website.
 - 2.2.1.2 The capability to listen to and/or scan the Internet in order to index, archive and identify new sources at all times. The capabilities shall include, among other things:

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- 2.2.1.2.1 Access to websites and WEB data pools.
- 2.2.1.2.2 Access to information in XML and JSON format.
- 2.2.1.2.3 Access to password protected information.
- 2.2.1.3 Monitoring information from social networks - the supplier shall prepare for monitoring the following social networks, at the least - Facebook, Twitter, Google+, linked-in, Instagram Tumblr, Pinterest, YouTube, and VINE.
- 2.2.1.4 The system shall be able to access API websites, or alternatively the process of connecting to API systems shall be executed within 3 working days following a request by the customer. Should access to API websites require additional payment - the payment mechanism detailed in Article 5.2 below for such services shall apply.
- 2.2.1.5 The system language in basket 1:
 - 2.2.1.5.1 The system language shall be Hebrew and/or English throughout the application.
 - 2.2.1.5.2 The system is required to support writing from right to left for Hebrew, and left to right for English.
 - 2.2.1.5.3 In addition to the system's languages, the system shall support the information sources listed above in the following languages, at the least: Hebrew, Arabic, English, Russian (hereinafter "**Basic Languages**"). Additional languages shall be optional as detailed in Article 2.9.6 below.
 - 2.2.1.5.4 Language search capability - the system shall enable searches in the aforementioned information sources in the basic language.

2.3 The system's information sources - basket 2 (M)

- 2.3.1 The system shall provide all of the monitoring services for information from the sources listed below:
 - 2.3.1.1 Monitoring information from leading news websites worldwide - the system shall enable monitoring international news websites operating in Israel, and so covering at least 70% of the websites ranked by Alexa. Measuring shall be carried out once a month (by measuring the number of entries onto the websites), throughout the engagement term the supplier shall be required to update the websites monitored by it pursuant to the customer's request, and so within 30 days following the date of the update of the websites detailed on the Alexa website.
 - 2.3.1.2 The capability to listen to and/or scan the Internet in order to index, archive and identify new sources at all times. The capabilities shall include, among other things:

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- 2.3.1.2.1 Access to websites and WEB data pools.
- 2.3.1.2.2 Access to information in XML and JSON format.
- 2.3.1.2.3 Access to password protected information.
- 2.3.1.2.4 Access to social media, forums and blogs.
- 2.3.1.3 Monitoring information from social networks - the supplier shall prepare for monitoring the following social networks, at the least - Facebook, Twitter, Google+, linked-in, Instagram Tumblr, Pinterest, YouTube, and VINE.
- 2.3.1.4 Monitoring information from blogs and forums - the system shall be required to monitor blogs included in the leading rankings (for example - Blogmetrics.org or Uk.labs.teads, Blogger, WordPress, Tumblr, Webley and others).
- 2.3.1.5 The system shall be able to access API websites, or alternatively the process of connecting to API systems shall be executed within 3 working days following a request by the customer. Should access to API websites require additional payment - the payment mechanism detailed in Article 5.2 below for such services shall apply.
- 2.3.1.6 The system language in basket 2:
 - 2.3.1.6.1 The system language shall be English throughout the application.
 - 2.3.1.6.2 The system shall enable searches in each of the languages set up in the system, as such shall be the basic languages (Hebrew, English, Russian, Arabic) at the least, as well as at least the following languages - French, Italian, Spanish, German, Russian, Portuguese and Mandarin.

2.4 Additional services to be included in the system (the same for baskets 1 and 2) (S)

2.4.1 General -

- 2.4.1.1 The system shall protect copyrights in all of the operations carried out using such by the customers. The supplier shall bear full liability towards the websites in any case of copyright violation.
- 2.4.1.2 The supplier shall be required to maintain an information archive, which shall include all of the information and queries executed by the ministries throughout the course of the engagement. The system shall include the ability to allow the ministries search for the stored information at all times. The information shall be kept for a period of two years at the least.
- 2.4.1.3 The system shall include a mechanism for sending users alerts on events via a variety of tools such as e-mail, SMS, etc. The alert receiving mechanism shall be controlled by the users as detailed below. A user shall be able to filter alerts he does not wish to receive.

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2.4.2 The monitoring capabilities -

- 2.4.2.1 The monitoring shall include analysis of the information, including the length of time articles appear on the website, the location of the article on the website, the number of commentators on the website the number of commentators outside the website (for example on Facebook), links to other websites.
- 2.4.2.2 The monitoring shall also include locating entities planting information and forecasting processes, information sentiment analysis, identifying opinion leaders and "influencers" on the network, the ability to forecast and identify potential network crisis in formation, identifying dialog trends.

2.4.3 Automatic investigation -

The system shall enable automatic investigation of the information. The investigation process shall include among others:

- 2.4.3.1 Comparison between the quantities of the information obtained, the types of websites on which the information had been displayed, comparison to this quantity of information over time.
- 2.4.3.2 Comparison between expressions - identifying prominent expressions, the behavior of expressions over time, defining trends in expressions and groups of expressions, comparison between various expressions pursuant to customer request.
- 2.4.3.3 Comparison between different information sources (social networks, websites, and blogs).
- 2.4.3.4 Comparison between various items within data pools of a specific type (a number of social networks, a number of news websites, etc.).
- 2.4.3.5 Automatic investigation and in-depth analysis of expressions (a word, a combination of words or a sentence that includes synonyms, inflections, prefixes, suffixes) pursuant to customer request.
- 2.4.3.6 Positive/negative sentiment analysis.
 - 2.4.3.6.1 Identification of expressions symbolizing a positive or negative sentiment for the customer.
 - 2.4.3.6.2 Locating various instances of the expressions at different points in time.
 - 2.4.3.6.3 Sentiment flooding within the system/alerts on sentiments to the customer.

2.4.4 Language -

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- 2.4.4.1 Automatic completion - the system shall include Autosuggest and Autocomplete capabilities, which enable auto-completion of a word or expression the user has started to type. The completion shall be for the continuation of a word the user has started to type, synonyms, proximity, expressions beginning with the word, expressions containing the word or expression, inflections, additions of prefixes and suffixes.
- 2.4.4.2 Auto-correct capability - the system shall allow identifying and correcting user errors upon typing search expressions (including spelling mistakes and syntax errors).
- 2.4.4.3 Morphological capabilities - the system shall include morphological capabilities including identification of single/plural, affixations, prefixes, suffixes, proximity etc., and so using the supplier's components or use of third-party tools such as Melingo.
- 2.4.5 Translating information -
 - 2.4.5.1 The system shall provide translation and word correction capabilities based on accepted dictionaries - synonym dictionaries (Thesaurus), dictionaries of professional expressions for various specialization domains.
 - 2.4.5.2 The supplier shall be required to prove, within the response, that the system supports one or more of the following dictionaries - Babylon and Melingo.
 - 2.4.5.3 The supplier shall be allowed to propose, within the clarification queries (as aforementioned in Article 0.4.3 above), additional dictionaries. The bidder shall be required to reason and prove the quality of the proposed dictionaries. The tender caller shall review the additional proposed dictionaries and publish its decisions on whether such dictionaries meet the requirements of the provision listed above.
- 2.4.6 Reports -
 - 2.4.6.1 The system shall include built-in reports within the system as well as a report generator that shall allow the customer to produce reports according to different cuts for the data generated within the system.
 - 2.4.6.2 The quantity and essence of the required reports shall be determined within the detailed characterization that shall be carried out with the winning supplier.
 - 2.4.6.3 Each customer shall be entitled to request characterization of up to 10 reports during the establishment stage as well as 10 additional reports per year. This service shall be performed with no additional charge. Should the customer wish to characterize additional reports, over the quantity specified above - the supplier shall be entitled to an additional payment as provided under Article 5.2.2.

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- 2.4.6.4 Historical statistical reports - the system shall produce reports that display report characteristics and other activities over time. Such operation shall be carried out based on information kept in the system's archive, with no need for renewed scanning of the Internet. The information kept in the system shall include the user queries and the historical search results.

2.5 Queries (S)

- 2.5.1 The supplier shall assist the customers with constructing queries and their maintenance. The customer shall be entitled to decide whether the maintenance of the queries shall be carried out by the supplier or independently.
- 2.5.2 The construction of the queries shall include characterization of the requirement in collaboration with the customer, defining the query within the system and running such at least twice. The supplier shall implement modifications in defining the query to the extent needed (including cases of errors in characterization). The construction of the query shall be carried out by the supplier's staff consulting with the representatives on behalf of the customer, in accordance with the service levels listed in Article 4.9.3 below.
- 2.5.3 Maintenance of the queries shall include correcting proof reading errors on the part of the customer, cleaning and additional filtering required as a result of obtaining the query's result.
- 2.5.4 The consideration for this service is detailed within the consideration mechanism provided under Chapter 5 below (separating between constructing an ordinary and urgent query). It shall be clarified that each customer shall be entitled to order up to 5 queries per year as part of the consideration for the service and maintenance.

2.6 Canceled

2.7 Canceled

2.8 Analysis Services (S)

- 2.8.1 During the course of the engagement, the customers shall be entitled to order from the supplier research and information analysis services (hereinafter "**Analysis Services**"), at their discretion. The information analysis shall constitute a complementary tool for the capabilities required of the system.
- 2.8.2 The analysis services shall be executed by analysts who meet the prerequisites set forth in Article 0.6.5.1 above. One of the analysts shall be the one who had been introduced as part of the bidder's response.
- 2.8.3 The contents of the analysis services shall be determined by the customer. The supplier shall offer the customers the analysis services packages as detailed below:
- 2.8.3.1 Basic analysis - locating information regarding a requested localized issue, while conducting a comparison in respect of the issue from up to 10 different sources.

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- 2.8.3.2 Review - locating comparative information and research of the current situation regarding the requested domain from 10 to 50 sources. The review shall include the analysis of the main points of the quantitative indices and the existing relevant data reviewed.
- 2.8.3.3 A fixed periodic report - an annual report that shall include analysis within a particular domain and shall include the following issues:
 - 2.8.3.3.1 Mapping of the digital discourse volume.
 - 2.8.3.3.2 Identifying events that had influenced the subject matter of the research.
 - 2.8.3.3.3 Locating trends, identification and analyzing the prominent issues of the discourse.
 - 2.8.3.3.4 Sentiment analysis (users' feelings) towards the subject matter of the research.
 - 2.8.3.3.5 Analyzing the arenas, including quantity and quality characterization of the various activity arenas.
 - 2.8.3.3.6 Conclusion and executive brief.
- 2.8.4 Additionally, each customer shall be entitled to order other analysis services, the consideration for which shall be determined based on an hourly work rate, as provided under Article 5.2.3 below. The consideration for this service shall be affected also by the type of information sources and the languages in which the analysis services are carried out.

2.9 Optional requirements (S)

- 2.9.1 The system shall include a mechanism for importing data in various formats and in particular import of XLS, CSV, XML or JSON format.
- 2.9.2 The system shall include conversion to text capability and analysis of audio and video files within recorded programs existing on the Internet. The files shall be in the digital formats customary in the market. WAV, MID, MP3, MP4, OGG, OGA and more for audio; MPEG, AVI, FLV, WMV, MOV and more for video. The text shall be converted into open (non-encrypted) MSWORD, HTML or PDF files.
- 2.9.3 Identification mechanism beyond the required above, which shall include additional distinguishing parameters (TOKEN, fingerprints, etc.), identification by mobile is to be included as well.
- 2.9.4 Capability of controlling and modifying graphic parameters - the customer shall be able to control via a management interface within the system the software's graphic characteristics including the top banner, colors, fonts, etc. Control shall be carried out in accordance with the permissions granted to the system's users.

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- 2.9.5 Ideas in discourse - the system shall enable planting an idea in discourse on social networks, news websites and forums. Such shall be performed by the system automatically or semi automatically.
- 2.9.6 Ability of monitoring information in additional languages beyond the basic languages (in basket 1) and the languages listed in Article 2.3.1.6.3 above. Support is particularly required in Japanese, Persian and Turkish.
- 2.9.7 The system shall support working with mobiles both in terms of resolution, as well as the ability to work with TOUCH, including support of SAFARI adapted to IPAD.

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3 CHAPTER 3 - TECHNOLOGY (S)

Response to this chapter is to be submitted using Appendix 5

3.1 General requirements

- 3.1.1 The system shall support a wide range of end accessories and the current versions of the leading browsers. Google Chrome, Firefox, SAFARI and from version 9 and over IE.
- 3.1.2 The system is required to meet the Accessibility Regulations, it is required to detail the accessibility level for the dates (A, AA, AAA), or to detail a Roadmap that includes the date for completion.
- 3.1.3 The system shall have a complete WEB interface, with no need for installing specialized software at workstation (SaaS).
- 3.1.4 The supplier is required to ensure that the system servers be connected to the Internet through a reliable and backed-up link, which shall provide the performance level required for all of the expected users at the same time.

3.2 The software licensing

- 3.2.1 The system is required to be licensed by the manufacturer.
- 3.2.2 The system license is required to be suitable for use of the software installed on cloud.
- 3.2.3 The bidder shall set up, within **Appendix 18** of the response, the system license's terms. The terms of use shall include the number of users, types of users, possible traffic volume, and number of possible queries. It is required to ensure that the license terms do not conflict with the requirements of the tender documents.
- 3.2.4 The license shall include automatic update of versions.

3.3 User interface

- 3.3.1 General -
 - 3.3.1.1 The interface shall maintain the principles of human engineering, quality graphics display and on-line support.
 - 3.3.1.2 The system is required to use terms in the users' known and customary language (rather than in technical language or codes).
 - 3.3.1.3 Remote access to the system shall be possible - using an identification mechanism.
- 3.3.2 Display - the system shall display the information through a user-friendly interface:

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- 3.3.2.1 All of the windows shall be adapted to the functional components and the display limitations. The system shall make use of consistent forms, including consistent colors and consistent fonts.
- 3.3.2.2 The system shall include a graphic and intuitive display, which includes the minimum number of clicks to perform actions, simple transitions between screens, explanations to the user on the manner of operating the various components, use of fonts and colors for highlighting important information.
- 3.3.2.3 The system shall include a screen that allows display of summarizing information on DASHBOARD, which includes, among other things, BI reports for users pre-defined queries.
- 3.3.2.4 The user shall be able to switch over to detailed information concerning the queries, through the DASHBOARD or via menus in the system.
- 3.3.2.5 Indication - the user shall receive indication from the system by request and/or by predefinitions of the system. The indication shall be received by email and/or SMS. It shall be possible to control the manner of obtaining the information. The information received shall be accurate and associated with the ministry it is designed for as well as the user. No information that is not applicable to the user shall be received.
- 3.3.3 Menus - the menus system shall include the following principles:
 - 3.3.3.1 The menus shall be organized in a hierarchical "tree" structure, in the number of levels required.
 - 3.3.3.2 The navigator shall be designed in a manner that the user will be required to go through the minimum number of screens possible in order to obtain the required information.
 - 3.3.3.3 Shortcuts shall be used for quick access to main activities on the menu.
 - 3.3.3.4 The menus shall be adapted to the position and permission level of the user.
 - 3.3.3.5 Upon entry to the system, it shall identify the user and display to each type of user the menus relevant for him (throughout the way).
- 3.3.4 Queries -
 - 3.3.4.1 The user shall be able to define new queries. Such queries may be one-time queries or queries for reuse.
 - 3.3.4.2 The system shall include a pool of queries, which it shall execute periodically pursuant to times set forth by the customer.

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3.3.4.3 The user shall be able to view at all times the queries he has defined, add and edit depending on the permissions defined. Queries may be specific for a user/group of users, or general for the ministry.

3.3.5 Permissions -

3.3.5.1 The system shall include a permissions management layout, which enables definition of the viewing, updating, control and monitoring abilities of each user.

3.3.5.2 The permissions shall be on the user level (permissions on the field level shall be of advantage).

3.3.5.3 Defining the permissions shall be carried out by the customer consulting with the winning supplier.

3.3.5.4 The system shall enable saving the user password using COOKIES should the user wish to do so.

3.3.6 Support for various user levels -

3.3.6.1 The system is required to be convenient for use by both new and experienced users. The new user shall be given complete, detailed assistance and guidance, while the experienced user shall be offered possibilities for shortcuts using the minimal number of clicks.

3.3.6.2 Definition of screens and fields according to users and groups of users shall be enabled. Operating the system shall not pose before the user requirements that may deviate from his position's definition or his skills.

3.3.7 Operation keys -

3.3.7.1 The system shall maintain consistency and uniformity throughout the application and make use of uniform keys for carrying out frequent operations, such as: Exit, back to the previous screen, help, obtaining code lists from a table on a selection window, deleting entries, adding entries and more (including a sequence of built-in operations using a macro command).

3.3.7.2 The operation keys shall be active only when use of such is relevant.

3.3.7.3 It is required to enable clear indication for mandatory fields in accordance with customary conventions.

3.3.7.4 It is required to enable keyboard shortcuts for operating frequent functions.

3.3.8 The screen structure -

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- 3.3.8.1 Throughout the system, a clear title line explaining "what's happening now" and "where we are" shall be displayed.
 - 3.3.8.2 The system notices shall always be displayed in the same place.
 - 3.3.8.3 Frequently displayed fields (such as main identifiers and characteristics) shall be placed, to the extent possible, in the same place on all screens.
 - 3.3.8.4 The system shall enable convenient and smart passage between one screen to another and passing information from screen to screen, while preventing the need for repeat clicking of data (shortcuts for switching from one screen to another without passing through the menus shall be enabled).
- 3.3.9 Data load -
- 3.3.9.1 The screens shall not be overloaded. In the event of multi-data, the information shall be displayed in separate physical areas according to functional logic distribution.
 - 3.3.9.2 The screen shall display only data that are relevant for carrying out the required operation.
 - 3.3.9.3 Background data "for information" shall be prominently separated from the main operations data.
 - 3.3.9.4 The data shall be organized in a familiar, customary and convenient structure for the user.
 - 3.3.9.5 The interface shall be as clear as possible both visually as well as verbally.
 - 3.3.9.6 All of the information required to perform the task shall be included on the screen. The user shall not be required to remember data from one screen to another, and relevant data shall be passed over to the new screen.
- 3.3.10 Help -
- 3.3.10.1 The system shall provide assistance on the screen level, display an index of topics associated with the help screens and enable active information flooding depending on the screen. And so, while maintaining consistency with the user's guide.
 - 3.3.10.2 The assistance shall be in the system language (in accordance with the relevant basket).
 - 3.3.10.3 The help function shall enable convenient search according to key words.
- 3.3.11 Instruction and error messages -

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- 3.3.11.1 The messages shall be clear and unambiguous, suit the user's location and the operations performed, and explain the instruction or problem as well as the manner of solution.
 - 3.3.11.2 The error messages shall not disappear from the window without obtaining a response confirming that the message has been read. An error message shall be accompanied by visual highlight.
 - 3.3.11.3 The system shall request additional confirmation by the user prior to each irrevocable operation, such as deletion or exiting a window that has been altered without saving the data.
- 3.3.12 Orientation within the system - the system shall be designed in a manner so that at any point in time, it will be clear to the user:
- 3.3.12.1 The opening screen shall include a user instruction regarding the work processes in using the system.
 - 3.3.12.2 In which of the system's functions he is located.
 - 3.3.12.3 To which other functions or states it is possible to go from the current state.
 - 3.3.12.4 How to quickly access main menus.
 - 3.3.12.5 How to save the data as well as how to exit the system while saving the data or without doing so.
 - 3.3.12.6 The system shall offer global and local defaults for specific operations.
- 3.3.13 Receipt of clear and guiding feedback by the system - in response to each operation performed, the system shall respond accordingly. In long transactions, the user must be notified (by notice or figure) on the progress of the implementation. Upon completion of the implementation, it is required to notify the user on the manner in which the transaction had been completed (success, failure, etc.).
- 3.3.14 Selection of values out of alternatives - the system shall allow direct selection of a requested value (for example by Drop-Down Lists). In long tables there shall be given an option to access a requested value by typing a description or the name of the value, or typing the beginning letters of the value's name (incremental search).

3.3.15 Utilization of the work station's features -

- 3.3.15.1 Use of a mouse - it shall be possible to carry out any operation of selection and decision using a mouse or keyboard, at the user's choice.
- 3.3.15.2 Use shall be made with various methods for highlighting (including combinations of such), such as: Brightness levels, color, flashing lights, large letters, etc.
- 3.3.15.3 Use shall be made of color or highlighting fields, according to the field's characteristics or the data values (for example: warning on unusual load, etc.).

3.4 Table management by user

- 3.4.1 The system shall allow the user independent management of the following parameters at the least:
 - 3.4.1.1 Keywords - the system shall include a table containing a list of key words and enable the users to change the keywords regularly.
 - 3.4.1.2 Display of a table containing the information sources with which the system operates with the option of removal/ suspension.
 - 3.4.1.3 The system shall enable the construction of a primary data DASHBOARD according to the customer's needs, including reports, detailing, summary, BI as provided under Article 3.3.2 below.
 - 3.4.1.4 The types of warnings the user wishes to receive - the system shall be able to provide the information by "push" (email, designated app, SMS) or "pull" (entering the system and search in such) - at the customer's choice.
 - 3.4.1.5 Display of the languages with which the system operates with the option of removal/ suspension.
 - 3.4.1.6 Permissions management - the system shall allow the user routing the information according to different target audiences and according to the permissions at the ministry, as detailed in Article 3.3.5 below.
- 3.4.2 Texts appearing in the system such as headers, error messages etc., shall not be Hard-coded, but rather possible to be controlled using Back-office or a configuration file of the system. The same goes for menus that may be displayed/hidden in the system.

3.5 Reception of reports

- 3.5.1 The system shall be capable of automatically correcting keywords (proof errors, similar words).
- 3.5.2 The system shall enable automatic correction possibility while typing (I wrote bear meaning bare) and upon searching (I wrote bear and found bare).

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- 3.5.3 The system shall enable control over the reception of data and execution of queries' cycles.
- 3.5.4 The system shall enable each customer to examine at any given moment the number of queries he had executed and include a mechanism for alerting on the analysis of a query package he had ordered.
- 3.5.5 The system shall include a LOG that will save the status of each JOB executed in the system.
- 3.5.6 The system shall include a validation ability that will prevent the user from setting up invalid queries (it will still be possible to set up irrational queries).
- 3.5.7 Amongst others, the following monitoring shall be implemented as well:
 - 3.5.7.1 Inspection for duplicate data/alerts.
 - 3.5.7.2 Inspection to ensure that duplicate warnings are not sent to the user.
 - 3.5.7.3 Inspection to ensure that unnecessary warnings are not sent to the user.

3.6 System reports

- 3.6.1 Below are principle requirements for all types of reports requested under this Article:
 - 3.6.1.1 It shall be possible to print and export to Excel, Word and PDF files any result displayed on the screen, and it shall be possible to preview on the screen any report generated by the system.
 - 3.6.1.2 Any report generated by the system shall have drill down abilities down to the information item level, in any dimension required by the customer.
 - 3.6.1.3 The reports shall include a graphic display. It shall be possible to display graphically any quantitative data using internal graphs of the system. Graphs generators (such as d3 or canvasJS) or third-party tools for displaying graphs.

3.7 Backup and survivability

- 3.7.1 The system shall include a backup mechanism that enables backup and restoration of information saved in the system - raw information as well as deliverables.
- 3.7.2 It shall be possible to decide whether to use the system's backup mechanism or use the backup system the customer is working with.
- 3.7.3 The system is required to be backed up by daily incremental backup and by full back up at least once a week in two different places.
- 3.7.4 In the event where restoration is required for system data, Downtime of the system shall not be enabled for over 4 hours. This requirement shall apply all year round.

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3.8 Information security

- 3.8.1 The system shall include an information security mechanism in order to prevent entrance to the system, specifically mechanisms for preventing access to the system by hostile elements.
- 3.8.2 The information security on the website shall prevent attempts to cause damages by mistake or maliciously, considering the following issues:
 - 3.8.2.1 Use of passwords.
 - 3.8.2.2 Restricting and setting up maximal SESSION time.
 - 3.8.2.3 User management and setting up permissions on different levels.
 - 3.8.2.4 User password expiration.
 - 3.8.2.5 Blockage of documents outside of the organizational domain.
 - 3.8.2.6 Use of security mechanisms for use on cellular (for example BOX).
 - 3.8.2.7 Management of Audit trails registration.
 - 3.8.2.8 Encrypted transfer of information including use of SSL.

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4 CHAPTER 4 - IMPLEMENTATION (M)

4.1 The Required Services

- 4.1.1 This Article details the contents of the required services. The winning supplier for each basket is required to provide these services. In the event where a supplier has won both baskets - the requirements shall be cumulative (as applicable).
- 4.1.2 Each of the activities listed in this Article shall be priced as an integral part of the consideration (as prescribed under Article 5.2 below), and shall be carried out within the timetable required pursuant to Article 4.3 below.
- 4.1.3 Following is the listing of the activities required for the establishment and installation of the proposed system (hereinafter the "**Establishment Stage**"):
- 4.1.3.1 Mapping the ministries' needs within the information monitoring field. In order to do so, the supplier shall hold work meetings with the relevant factors at the ministry to study the needs and the variety of the available solutions.
 - 4.1.3.2 Provision of the licenses, in accordance with the customer's needs.
 - 4.1.3.3 Construction of the monitoring capabilities - settings, setting keywords, setting tables.
 - 4.1.3.4 Construction of the system settings in accordance with the customer's needs.
 - 4.1.3.5 Setting a dash board in accordance with the customer's needs.
 - 4.1.3.6 Construction of a permissions system in accordance with the customer's needs.
 - 4.1.3.7 Construction of an alert and report system by push and pull. The supplier shall be required to set up distribution, timing and manner of distribution panels.
 - 4.1.3.8 Assistance in constructing up to 5 queries, together with the customer.
 - 4.1.3.9 Setting up to 10 required reports, the dates of their production and a distribution table for their distribution.
 - 4.1.3.10 Backup and survivability processes.
 - 4.1.3.11 Endorsing over to the system any required information existing at the office work space.
 - 4.1.3.12 Construction of a work and training procedures book.
 - 4.1.3.13 A pilot operation of the system at one of the office holders to be determined by the customer. Such operation shall include all of the required components.

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- 4.1.3.14 Training the customer's staff in operating the system shall be carried out at the customer's offices on 2 possible dates each, and shall include up to 10 participants in each meeting.
- 4.1.4 Following the completion of the project, in accordance with the timetable listed in Article 4.3 below, the supplier shall be required to provide maintenance services for the duration of the engagement term, as detailed in Article 0.1.12 aforementioned (hereinafter "**Maintenance Services**"). Throughout the course of the service and maintenance term, the following services shall be carried out according to the service levels detailed in Article 4.9 below, and shall include the issues detailed below for each customer:
- 4.1.4.1 Provision of system licensing for the engagement term.
 - 4.1.4.2 Updates to newer versions.
 - 4.1.4.3 Construction of 5 ordinary queries per year.
 - 4.1.4.4 Maintenance of existing queries.
 - 4.1.4.5 Construction of up to 10 additional reports per year.
 - 4.1.4.6 Help desk services.
 - 4.1.4.7 Assistance in overcoming malfunctions and bug repairs.
 - 4.1.4.8 Assistance in operating problems, to the extent necessary.

4.2 Optional contents

- 4.2.1 In addition to the required services set out above, the customers shall be able to order additional optional services, as detailed below. The consideration mechanism for these services shall be as specified in Chapter 5.
- 4.2.1.1 Assistance in constructing additional queries, over that required under Article 4.1.3.6 above, pursuant to the office characterization as detailed in Article 2.5 above.
 - 4.2.1.2 Purchase of additional periods for licensing and maintenance services. Exercising this option shall be conditioned upon the tender caller's notification on exercising the extension term, as detailed in Article 0.1.12 above. It shall be clarified that each customer shall be entitled to exercise the extension term, in full or in part, at its sole discretion.
 - 4.2.1.3 Ordering analysis services pursuant to Article 2.8 above.
- 4.2.2 It shall be clarified that ordering such services shall be at the discretion of each customer, and that the tender caller and/or ministries are not obligated to order such services, all or some thereof.

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4.3 Timetable for the execution of the establishment stage

- 4.3.1 The supplier undertakes to complete the establishment stage as detailed in Article 4.1 above for each customer within 90 business days following the date of receipt of the order.
- 4.3.2 Upon completion of the establishment stage, the supplier shall submit to the customer a request in writing for obtaining confirmation of the completion of the establishment stage. The customer shall review the request and issue confirmation of the completion of the project. This confirmation shall constitute a condition for payment as prescribed under Article 5.2 below.
- 4.3.3 Upon completion of the establishment stage, the service and maintenance stage shall commence.
- 4.3.4 It shall be clarified that should the supplier deviate from the timetable for completing the project, as detailed in Article 4.3.1 below, the service and maintenance period shall be extended in accordance with the deviation period, and so at no additional cost.

4.4 The staff on behalf of the tender caller

- 4.4.1 The director - the supervising entity on behalf of the tender caller for the implementation of this engagement is Mr. Yariv Gabay.
- 4.4.2 The director shall appoint a professional representative for each ministry who shall manage the ongoing work with the supplier and anyone on its behalf (hereinafter the "**Representative on behalf of the Customer**").
- 4.4.3 For the avoidance of doubt, it is hereby agreed and declared that the representative on behalf the customer is not entitled and not authorized to bind the customer to any monetary charge, whether such may change the consideration sum pursuant to this agreement or such may impose on it additional charges in respect of adjustments and modifications. Binding the customer in such matters shall be carried out solely via a written document, signed by the signatories on behalf of the customer.

4.5 The Supplier's Staff

- 4.5.1 The supplier's staff shall include all of the following persons:
- 4.5.1.1 A content expert - the content expert shall be the person who will coordinate the operations with the tender caller, provide technical information and assist in resolving issues. The content expert shall be the person introduced by the bidder within the response to the tender.
- 4.5.1.2 A customer director - the supplier shall set a customer director for each customer, who will coordinate the provision of services required for the customer, and shall constitute an address for all of the customers' requests. It shall be clarified that there is nothing to prevent the customer director from serving several customers.

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- 4.5.1.3 An analyst - the person who shall execute the information analysis as detailed in Article 2.8 above. It shall be clarified that the supplier is required to reinforce the analyst team in accordance with the service orders, in a manner that shall meet the service standards required pursuant to Article 4.9 below.

4.5.2 Replacement of a supplier's staff member

- 4.5.2.1 The customer shall be entitled to request that the supplier replace one of the supplier's staff members at any time and for any reasonable reason, and the supplier shall be required to appoint a new staff member in his stead within 30 days.
- 4.5.2.2 The supplier shall not be entitled to replace the supplier's staff without the customer's prior written consent, and the customer shall not refuse granting consent other than for reasonable reasons.
- 4.5.2.3 Should a representative belonging to the supplier's staff decide upon resigning from his employment with the supplier, the supplier shall notify the customer of so, promptly after becoming aware of such. The ministry shall be entitled to request that the representative belonging to the supplier's staff continue serving in his position until the date of his leave in practice and the supplier shall make efforts to comply with its request.
- 4.5.2.4 The supplier shall undertake that replacing a representative belonging to the supplier's staff shall not harm its undertakings pursuant to this tender and that the replacing representative shall be of high standards and meet the prerequisites set forth under this tender for such position.
- 4.5.2.5 The supplier shall carry out optimum, comprehensive and satisfactory overlap for the new staff member, in a scope acceptable to both parties. All of the costs resulting from replacing a representative on behalf of the supplier's staff shall be imposed on the supplier.
- 4.5.2.6 Should the expert that had been introduced at the response stage be replaced, additional provisions shall apply as detailed in Article 4.10.1 concerning offset from the consideration to the supplier.
- 4.5.3 The supplier shall prepare for commencing the provision of the required services within a month following receipt of the order.

4.6 Control and monitoring discussions

- 4.6.1 As needed, the customer shall summon the representatives on behalf of the supplier for follow-up meetings or discussions on various topics such as: The manner of the supplier's staff provision of the required services, the supplier's compliance with the service standards (as set forth below), malfunctions, version updates, improvement proposals, etc.

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4.7 Information security

- 4.7.1 The supplier shall be liable for any violation of provisions and/or law concerning information security and personal privacy. Failure to meet any of the liabilities imposed on the information security director imposed on him shall be deemed to be the supplier's failure to comply with such duty.
- 4.7.2 The supplier as well as anyone on its behalf shall declare maintaining confidentiality in accordance with Article 28 of the Amendment of the State Security Penal Law, 5717 - 1957 (concerning the essence of the project, reports and documents it shall obtain for the project's purpose as well as documents produced by the supplier or anyone on its behalf), pursuant to the text attached as **Appendix 11**.
- 4.7.3 Each representative included in the supplier's staff shall undergo an employees' credibility check by the Security Array, such check shall constitute a precondition for the commencement of each representative's work.
- 4.7.4 The supplier undertakes to refrain from employing in the provision of the required services service providers on its behalf who had been referred to the Security Array and had not been allowed to take part in providing the service required by the customer, and it shall refrain from disclosing to such persons any material related to the implementation of this agreement prior to their going through a security check and allowed by the Security Array to provide the ministry with services.
- 4.7.5 All such restrictions shall be valid also regarding subcontractors, temporary workers and any other service provider on behalf of the supplier.
- 4.7.6 The Security Array reserves the right to disqualify any of the service providers without giving any explanation or reason, and its decision shall be final and decisive.
- 4.7.7 The supplier shall undertake to meet the timetable for executing its part in the project, regardless of security approval of the supplier's staff, or removal of employees prior to or during the course of work, provided that approval/denial shall be given by the Security Array within 7 days.
- 4.7.8 The Security Array and/or a representative authorized by it shall be empowered to conduct risk surveys, pop-inspections, security checks, immunity checks, training reviews and any other review at the supplier's site, for the purpose of examining the integrity of the security layouts, risks, and efficiency of security solutions or inspecting suspicions.
- 4.7.9 The supplier and anyone on its behalf shall be required to report directly to the director regarding any defect in information security that may be found within the company's systems. Significant defects concerning directly or indirectly the treasury systems or the systems, subject matter of the engagement - shall be reported to the Security Array.
- 4.7.10 A security event revealed by the supplier's staff shall be reported to the Security Array and the director.

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- 4.7.11 The Security Array holds the power to determine and define a significant event or defect, the manner of reporting, the reporting entities and the report addressees.
- 4.7.12 The supplier shall ensure securing all of the information it may receive within the framework of this engagement.
- 4.7.13 The supplier shall prevent access to the information held by it or to the computer systems that serve it for the provision of the services under this tender from anyone who is not qualified to review the material or information stored on the computer, or anyone who had not signed a commitment to maintain confidentiality as required under this tender.

4.8 Documentation

- 4.8.1 The supplier shall provide complete documentation of all of its operations within this engagement. The documentation shall include:
 - 4.8.1.1 Referral to the proposed system's professional literature. It shall be clarified that provision of a printed literature copy is not required.
 - 4.8.1.2 Documentation of all of the settings required to install the system (as - made).
 - 4.8.1.3 Documentation of all the processes defined in the system, as part of converting the current state at the ministry to the proposed system.
- 4.8.2 The supplier shall provide the customer (with a copy to the tender caller) with monthly reports on an Excel file as specified below:
 - 4.8.2.1 A report detailing queries ordered that month (while separating charged queries and those that are not).
 - 4.8.2.2 A report on running queries during the month (distributed according to queries).
 - 4.8.2.3 A report detailing the information sources used during running the queries.
 - 4.8.2.4 A report on information analysis executed by the analysts.

4.9 Service and maintenance standards (SLA)

- 4.9.1 Help desk - the supplier shall make available to the customers a help desk as detailed below:
 - 4.9.1.1 The help desk shall include a designated phone number in Israel.
 - 4.9.1.2 The human response shall be given in Hebrew and English.

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- 4.9.1.3 The help desk shall provide human response by at least 3 dispatchers at the same time, Sunday - Thursday between 09:00 - 18:00, and Fridays and holiday eves between 08:00 - 13:00, Israel time (hereinafter the “**Operating Hours**”).
- 4.9.1.4 The center shall provide human response during the operating hours. At other times, it shall be possible to leave e-mail/voice mail messages, which shall be answered within an hour following the time on which the center is reopened.
- 4.9.1.5 The maximal wait for a phone reply during operating hours shall not exceed three minutes. For requests after operating hours, the supplier shall be required to get back to the applicator within 5 minutes following the commencement of operations on the following activity day.

4.9.2 Alerts

- 4.9.2.1 The customers shall receive alerts from the supplier upon utilizing 75% and 90% of the balance of services available to them as part of an existing order.
- 4.9.2.2 The supplier shall terminate the system’s operation in the event where the customer had utilized the contents of the order available to it. Any operation beyond the order quota shall be solely at the expense of the supplier.

4.9.3 Additional sources and queries

- 4.9.3.1 The customers shall be entitled to request an addition of an information source for monitoring purposes. The supplier shall be required to prepare and monitor the additional network within 30 days following the request date. This service shall be carried out at no additional charge.
- 4.9.3.2 The supplier shall construct a query for the customer within 3 business days following the time of request.
- 4.9.3.3 Each customer shall be entitled to request for the supplier to setup urgent queries, and so within 24 hours following the time of request. The supplier shall be entitled to consideration in accordance with the specified in Article 5.2.3 below.
- 4.9.3.4 The supplier shall maintain existing queries (including update of sections) within one business day following the customer’s request.

4.9.4 Analysis Services

- 4.9.4.1 The analysis services for the analysis packages set forth in Article 2.8 above shall be carried out pursuant to the following maximal times:

Analysis service package	Time for completion (business days following receipt of
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	order)
Basic analysis	3
Review	5
Fixed periodic report	7

4.9.4.2 For ordering analysis services that are not included in the analysis packages, a timetable shall be draw by the customer and the supplier upon placing the order.

4.9.5 Repair of system malfunctions

4.9.5.1 The supplier is required to execute repairs of malfunctions in the system in accordance with the service levels specified below. Malfunction repairs shall be executed continuously until a solution to the malfunction is found. For the purpose of this Article, the following definitions shall be set forth:

4.9.5.1.1 Malfunction - a disruption in the system's operations, which prevents operation of the system.

4.9.5.1.2 An urgent malfunction - a malfunction that shuts down all of the operations of a particular customer's system.

4.9.5.1.3 An ordinary malfunction - a malfunction that is not an urgent malfunction.

4.9.5.2 The time lapse for commencement of handling malfunctions according to the severity ratings listed within the following table:

Maximal response time	Type of malfunction	severity rating
Within 4 hours of reporting	An urgent malfunction	1
Up to the expiration of 24 work hours following reporting	Ordinary malfunction	2

4.10 Liquidated damages

4.10.1 Should the supplier fail to meet the service standards set forth above, the customer shall be entitled to offset from the current bill due to the supplier and/or the performance guarantee (at the customer's discretion) the sums pursuant to the table below:

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Event	Time for repair	Offset (in NIS per
Cessation of the supplier's operations for a period exceeding one week	Warning two days prior to the expiration of the month of absence.	NIS 150 per each day of absence (retroactive from the first day of absence).
Deviation from the timetable for completion of the establishment stage	A deviation exceeding one week from the timetable set forth in Article 4.3 aforementioned	NIS 500 per day.
Failure to commence repair of a malfunction pursuant to Article 4.9.4 above	Two work hours at the beginning of the following business day.	NIS 1,000 per each day of delay.
Failure to complete a query, report or analysis services as required pursuant to Article 4.9.3 above	The supplier shall be granted grace of 2 events per year.	NIS 500 per each day of delay.
Violation of copyrights	Pursuant to the correction time granted by the copyright owner	In the sum of the compensation required due to breach of copyright plus 10%
Replacement of a member of the supplier's staff initiated by the winning supplier in respect of the bidder's staff that had been introduced during the response stage, unauthorized by the tender caller	--	One time NIS 2,000.

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- 4.10.2 It shall be clarified that the supplier shall not be charged with liquidated damages as detailed in Article 4.10.1 in the event where the violations had occurred due to circumstances dependent on the customer.
- 4.10.3 The customer shall deduct the liquidated damages from, including by offset, the consideration. The offset shall bear the customer's signature and confirmation by a signatory on behalf of the customer. The customer shall notify in writing the representative on behalf of the supplier that the compensation for damages in respect of the deficiencies listed in the report shall be offset from the sum of the charge pursuant to the table in Article 5.3.2. The supplier shall have the right to a written appeal against the offset within 14 days following sending the notice.
- 4.10.4 It shall be clarified that payment of the liquidated damages listed below does not allow the frame supplier to continue its non-compliance with the tender requirements or harming the service standards, and it is required to repair the deficiencies within the time period set up in the tender.
- 4.10.5 Accumulation of liquidated damages payment events by the frame supplier to the customer, over 10 events per year per supplier, shall constitute a material breach in accordance with the engagement agreement with it.

4.11 Preparing for the expiration of the engagement term

- 4.11.1 The supplier shall be required to cooperate with the representatives on behalf of the customer in order to turn the data pool over to the customer, or anyone set forth by it, upon the expiration of the engagement term.
- 4.11.2 The supplier's CEO shall sign a document confirming that it had not retained any information belonging to the customer by virtue of this tender.

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5 CONSIDERATION (M)

5.1 General

- 5.1.1 This chapter defines the payment mechanisms and the manner of submitting the price quote for all the required services in the tender.
- 5.1.2 The price quotes included in the response shall state the final prices that include all of the components that are required to plan and provide the required services, including and without derogating from the generality of the aforementioned, all of the bidder's expenses of any kind whatsoever, including expenses for licenses, human resources, consultants, subcontractors, procurement, use of time, travel, financing expenses, taxes and profit.
- 5.1.3 It shall be clarified that the price quote and the consideration paid to the supplier throughout the course of the agreement shall be solely in NIS.
- 5.1.4 The price quote shall be stated on **Appendix 8** attached to the tender documents, and shall be placed in envelope 3 pursuant to the provisions under Article 0.7.6. The price quote shall be weighted in accordance with the mechanism set forth in Article 5.3 below.
- 5.1.5 The customer shall order the required services from the winning suppliers, and so pursuant to the price quote submitted by the bidder within its proposal, which had been declared by the tender committee as being the winning proposal.
- 5.1.6 The consideration mechanism detailed below shall be valid for both of the baskets, as applicable and pursuant to the winning bidder's proposal for the listed basket.
- 5.1.7 The payments shall be made in accordance with periodic bills to be submitted by the winning suppliers quarterly, which shall include all of the consideration's components accumulated during such term. The payment dates for bills that had been approved shall be in accordance with that listed within Regulations, Finance and Economy Instruction 1.4.3 - payment dates, and as set forth in the engagement agreement (Appendix 12).
- 5.1.8 A linkage mechanism shall be calculated for all of the consideration's components - which shall be calculated pursuant to Regulations, Finance and Economy Instruction 7.17.2, and as set out in Appendix 12 - the engagement agreement. The supplier shall not be paid any linkage, markups or exchange differences' payments of any kind whatsoever beyond such.
- 5.1.9 It shall be clarified that for each budget year the customer shall be required to renew the relevant budget regulation pursuant to the provisions under the Budget Law, 5745 - 1985. Should the the budget regulation not be approved as aforementioned, the customer shall be entitled to terminate the engagement as specified within the engagement agreement.

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5.2 The payment components for the required services

Due to executing all of the required services set out in the tender documents as well as the agreement to the customer's satisfaction, and subject to the winning suppliers' compliance with all of the undertakings required pursuant to the tender and the agreement, the winning suppliers shall be entitled to payments in accordance with the various packages as listed below, according to the basket they had won. (hereinafter together the "**Consideration**"):

5.2.1 Consideration for the establishment stage and the service and maintenance stage -

5.2.1.1 Within this stage, the supplier shall be required to execute the services listed under Article 4.1.3 above. The consideration for this Article shall include licensing for one user throughout for the full term of the engagement, as well as service and maintenance as set forth under Articles 4.1.4 and 4.15 aforementioned.

5.2.1.2 The payment for this stage shall be carried out upon receipt of completion approval as detailed in Article 4.3.2 above.

5.2.1.3 Each customer shall be entitled to request licenses for additional users, at its discretion. The supplier shall be entitled to payment for each additional license depending on the number of licenses that shall be required, and so at the price for additional licensing proposed by the bidder within the tender stage and approved by the tender committee for the winning supplier.

5.2.1.4 It shall be clarified that the customer shall be entitled to request licensing also for a term shorter than a year. In such case, the payment shall be made in a relative manner.

5.2.1.5 It shall also be clarified that the consideration for service and maintenance shall remain identical for each customer, should the tender caller wish to exercise the option to extend the engagement term (the extension term), and so up to a maximal term of 3 additional years.

5.2.2 Setting queries and reports -

5.2.2.1 For the construction of queries pursuant to Article 2.5 above, and the construction of reports pursuant to Article 2.4.6.3 above, beyond that required at the establishment stage as prescribed under Article 4.1.2, and beyond that required for the service and maintenance term as detailed under 4.1.3 above, the supplier shall be entitled to consideration as detailed below.

5.2.2.2 The consideration shall be paid according to the unit price proposed by the bidder at the tender stage, which had been approved by the tender committee for the winning supplier.

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5.2.2.3 For the construction of an urgent query, beyond the number of urgent queries set out under Article 4.9.3.3 above, an addition of 25% to the unit price shall be paid for the construction of queries.

5.2.3 Payment for analysis services -

5.2.3.1 For the analysis packages listed under Article 2.8.3 above that shall be ordered by the customer, the supplier shall be entitled to payment in accordance with its proposal in the response to the tender.

5.2.3.2 For ordering analysis services that are not included in the analysis services packages, the supplier shall be entitled to payment to be calculated based on the working hours carried out. The hourly rate shall be calculated pursuant to its proposal within the response to the tender, as specified in Article 5.3 below. The rate proposed shall be lower than the hourly rate set out in Accountant General Instruction 13.9.2.1 - Rates of Payments for Engagements with External Service Providers (or any other instruction replacing such) for consultant No. 1 (hereinafter the "**Maximal Rate**"), before added VAT. The payment shall be made pursuant to Regulations, Finance and Economy Instruction 13.9.2 - Engagement with External Service Providers.

5.2.3.3 For analysis service packages including analysis in languages other than Hebrew or English, an addition of 25% to the analysis packages' prices shall be paid.

5.2.4 Payment for websites with API -

5.2.4.1 On websites for which payment is required for access, the payment shall be made by the supplier. The supplier shall include the payment within the framework of the periodic payment.

5.2.4.2 The payment shall be executed subject to the existence of an order placed by the customer as well as against proof of actual payment made by the supplier.

5.2.4.3 This payment does not constitute a part of the competition model within the tender stage.

5.3 The manner of submitting the price quote within the response

5.3.1 The bidder, for each basket separately, shall submit its proposal using **Appendix 8** (hereinafter the "**Price Quote**"). The price quote shall be submitted within envelope 3 of the response.

5.3.2 The proposal shall be pursuant to the table below (per each basket separately):

#	Item	Measuring unit	Quantity	Cost per unit	Weighting coefficient	Total cost
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#	Item	Measuring unit	Quantity	Cost per unit	Weighting coefficient	Total cost
			A	B	C	D=A*B*C
1	Consideration for the establishment, service and maintenance stage -	User for the engagement term	1		100%	
2	Licensing addition	User year	1		70%	
3	Payment for extending the service term	Per user per year	1		50%	
5	Constructing an additional query/report	Per query	5		100%	
6	Basic analysis	Report	1		100%	
7	Review	Report	1		100%	
8	Periodic report	Report	1		100%	
9	Hourly rate for analysis services	Work hours	5	(1)	70%	

5.3.3 Within the field for the unit price for a work hour, the bidder shall specify the hourly rate it requests for executing an hour of analysis services. It shall be clarified that the bidder shall not be entitled to propose an hourly rate exceeding the maximal rate (as set out under Article 5.2.3.2 above). Should the bidder submit a proposal exceeding the maximal rate - its proposal shall be calculated as if it had proposed the maximal rate.

5.3.4 For calculating the price quote cost, the aforesaid table shall be added up, pursuant to the formula below:

$$\text{Total cost per article} = \text{cost per unit (B)} \times \text{quantity (A)} \times \text{probability of actualization (C)}$$

5.3.5 The result of the calculation as stated under Article 5.3 above shall constitute the bidder's price quote for determining the price assessment, as prescribed under Article 0.8.4 above.

5.3.6 It shall be clarified that the weighting coefficient column as well as the quantity column are intended solely for weighting the proposals, and shall not bind the tender caller and/or the customers throughout the course of the engagement term.

5.3.7 The services shall be purchased by the customers from the winning supplier in each basket depending on the quantity required by each customer in separate, and pursuant to the unit prices proposed by the bidders that the tender committee shall select their proposal to be a winning proposal.

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