Procurement and Purchasing Department.

RFP04.2023.24
Service Desk Annual Subscription
Jira training

2023-2024

Announcement of RFP04-2023.24

Service Desk Annual Subscription

Jira Training

The Arab American University invites the specialized companies to participate and submit the requested proposal that is mentioned above.

You can enquire and pick up the documents from Procurement and Purchasing Department/Administrative Departments Building/2nd Floor / Tel: 04 241888 - Ext:1488 / Fax: 04 2510972 / E-mail: pnp@aaup.edu on Monday, 7/2/ 2024.

Or by visiting website ;https://www.aaup.edu/ar/Tenders

Notes:

1- You have to submit two offers: Financial and Technical, these offers will be evaluated to select the appropriate one.
2- **Deadline** for offer submission is in 02:00 pm on **Sunday, 21/2/2024,** you can submit the offer in Procurement and Purchasing department or **via E-mail : pnp@aaup.edu**.
3- Offers have to be submitted in USD with all taxes including VAT, the winning offeror will be obliged to provide tax invoice and any other official documents required.
4- The Rules of procedures of Procurement and Purchasing department can be found on our website: www.aaup.edu.

2

Requirements and Instructions of bidding

1- All participants in submission must fully comply with these instructions and requirements which are considered integral part of any purchase order or contract held with the allocated participant unless the purchase order or the contract specifies otherwise.

2- The Arab American University is abbreviated as "AAUP" in these Instructions and requirements.

3- The participant company has to be officially registered and it has to provide a valid company registration certificate.

4- Offer should be submitted in USD with all taxes including VAT.

5- Offer must include every cost required to ship, transfer, assemble, run, test, maintain and include training cost, recorded in the certain fields that are pointed to in the attached table of quantities and specifications.

6- Offer should be valid for the period of 90 days from its date of submission.

7- Any required catalogues should be attached with the offer.

8- AAUP has the right to cancel any offer with no reasons given, as it has the right to reject all or some of the submitted offers with no right for the offerors to claim any damages, losses or compensations due to their submissions and AAUP has no financial or non-financial obligations to the offerors for their losses.
AAUP has the right to partially allocate any offer with no reasons given.

9- Participant should submit an offer based on the technical specifications that are determined in our documents.

10- Participant has no right to waive the offer or waive any section of it to any other different part unless it is given a written permission letter from AAUP with reserving all rights to AAUP.

11- The points mentioned next – that are related to participant- will be taken into consideration when offers are evaluated:
- Financial and technical efficiency
-Ability to fulfil offer's obligations
-Experience and goodwill
-Facilities Provided

12- No offers or modifications can be accepted if they are submitted after the deadline of offers submission.

13-Maximum two offers (options) can be allowed to be submitted for each item required inside our documents.

Quantity Table

No.	Product	Qty	Total Price USD	Unit Price USD
1	Jira Service Desk	1		

REQUEST FOR PROPOSALS

Jira Training

Overview:

Arab American University (AAUP formerly AAUJ) is the first private Palestinian university, founded in year 2000, in a collaboration with California State University (CSU) in Stanislaus and Utah State University (USU) in Logan. CSU approved AAUP's first Curricula and gave the needed expertise to start the university, USU provided the faculty members and administrators to run the university in its first two years. AAUP serves the educational needs of over 11,300 students, among them there are 40% from Palestine and 55% from the Palestinian homeland and 5% from international countries, by providing a dynamic learning atmosphere that inspires innovation and has a primarily focus on every student's success.

AAUP provides quality education for Palestinian and international students and aspires to be a leader in Palestinian higher education. AAUP has made impressive strides towards the development of educational facilities and laboratories in a vibrant setting. It adopts a distinct, unique education system with a wide range of demand-based academic programs offering diversified education. The necessity-motivated programs are meant to acquaint graduates with the skills, qualifications and knowledge needed to develop independent thinking and entrepreneurship aptitudes to contribute to the overall, sustainable national development. To this end, AAUP recruits the brightest professionals, scholars and researchers from Palestine and abroad-an approach that diversifies and enriches the sources of education and transfers the latest achievements in science and technology.

Arab American University is looking for an enhancement training for key administrators on Jira and Confluence (cloud version). Arab American University needs a customized training tailored to the specific configuration and usage of these tools. Training will be provided to 2 Power Users (Admins) to maximize the return in using the product up to 6 days of training.

Training Requirements:

The goal of the course would be to give participants the knowledge and skills they need to effectively use Jira Cloud's workflow and automation features, as well as the ScriptRunner add-on (including not limited to Script runner Console, Dynamic field, Listener, REST API, Embedded administrator features), to streamline and improve our work processes.

1. Understand the key concepts and terminology related to Jira Cloud workflow and automations.
2. Learn how to use Jira Cloud's native workflow functions features and Automations, such as validators and post functions, to streamline our workflows and improve efficiency.
3. Become proficient in using Script Runner to create custom scripts and automate processes within Jira Cloud.
4. Develop the skills needed to troubleshoot and debug ScriptRunner scripts including not limited ScriptRunner and Jira's API such as Jobs, REST, Endpoints, Listeners, Fragments.
5. Develop the skills needed to work with APIs such as Behavioursand JavaScript programming, Groovy Fundamentals, Jira API REST, Invoking API web services with Groovy.
6. Learn best practices for designing and implementing workflow and automation solutions in Jira Cloud.
7. Learn how to use the REST API to access and modify data in Jira Cloud from external sources.
8. Learn how to setup Jira Automation using Trigger, Action, and condition.
9. Learn how to create, edit, and customize Version/Components / Report/Dashboard.
10. Learn how to integrate Knowledge Base integration with JSM (Cloud).
11. (Optional) learn how to customize confluence.

The offer can also contain the subscription fees of Jira Service Management (Cloud) Standard (academic) of 50 agents annually and any required plugin such as ScriptRunner.

5