KING ABDULLAH II FUND FOR DEVELOPMENT
صــندوق المــلك عبـداللــه الثــاني للتنمـية

REQUEST FOR PROPOSAL (RFP)

Issue Date: 27 November 2025

Subject: Technical Management of the Gaming and Emerging Technologies Lab

Jordan Gaming Lab (JGL)

gaming
Lab

Reference No.: KAFD/RFP/2025/TECH-LAB

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Acronym Table

Acronym	Definition
AI	Artificial Intelligence
API	Application Programming Interface
AR/VR	Augmented and Virtual Realities (also appears as VR/AR)
CEH	Certified Ethical Hacker (EC-Council)
CNC	Computer Numerical Control
CV	Curriculum Vitae
GIS	Geographic Information System
GPU	Graphics Processing Unit
HVAC	Heating, Ventilation, and Air Conditioning
ISO/IEC	International Organization for Standardization / International Electrotechnical Commission
JGL	Jordan Gaming Lab
KAFD	King Abdullah II Fund for Development
KPI	Key Performance Indicator
LAN	Local Area Network
LMS	Learning Management System
NTS	Nexus Training Solutions
RFP	Request for Proposal
SDK	Software Development Kit
SLA	Service Level Agreement
ToR	Terms of Reference
UPS	Uninterruptible Power Supply

Cover letter

Messrs. Prospective Bidders,

The King Abdullah II Fund for Development (KAFD) is pleased to invite your organization to submit a proposal for the technical management of our Gaming and Emerging Technologies Lab. This initiative is central to our mission of empowering Jordanian youth through innovation, digital education, and access to emerging technologies. The lab is designed to provide hands-on training in game development and is envisioned to expand into emerging technology fields. We seek a technically proficient and visionary entity to manage the lab's infrastructure, operations, and strategic growth.

Enclosed herein are the Request for Proposal (RFP), Terms of Reference (ToR), and Service Level Agreement (SLA), which outline the scope of work, eligibility criteria, submission requirements, and evaluation process, required service levels and performance.

We look forward to receiving your submission and to the opportunity to partner with you in shaping the future of digital innovation in Jordan.

Sincerely,

General Manager

Introduction and Background

1. Introduction

The King Abdullah II Fund for Development (KAFD) issues this Request for Proposals (RFP) to seek qualified Bidders, partners, and consortiums to revitalize the Jordan Gaming Lab initiative. The project's core objective is the comprehensive transformation of eight (8) existing Gaming Centers into world-class facilities, with a specific focus on advancing our Game Development Training Programs and Technology Lab

KAFD seeks experienced entities to manage the technical operations of its Gaming and Emerging Technologies Lab. The selected partner will be:

- o Responsible for overseeing the lab's infrastructure and upgrade plans.
- o Implementing and supporting training programs.
- o Guiding its expansion into emerging technology fields.
- o Managing its strategic growth.

2. Background: About King Abdullah II Fund for Development (KAFD)

As a response to the directions of His Majesty King Abdullah II Ibn Al Hussein, KAFD (King Abdullah II Fund for Development) was founded under law No. 13 for the Year 2001 which became afterward Law No. 37 for the Year 2004.

The fund aims at promoting the country's sustainable development and seeks through its partnership with both public and private sectors to implement development projects and hotspots, especially in the areas that suffer the most from poverty and unemployment. Within the framework of the intensive efforts to dedicate the human potential in an optimum way, KAFD provides capacity building, technical and professional support for Jordanian youth based on His Majesty's directions to activate

citizenship where citizens can participate in promoting the goals of inclusive sustainable development in the kingdom. In an endeavor to transform challenges into opportunities, KAFD seeks to attract the creative youth power to grow their talents and encourage them to innovate and create; so, they can be prepared for the labor market and enabled to take social responsibility.

Current Track Programs undertaken by KAFD include:

- Maharat (Skills Development) Program

- Riyada (Entrepreneurship) Program

These programs serve as the main tracks under which KAFD initiatives are implemented in 2025:

Maharat (Skills Development) Program	Riyada (Entrepreneurship) Program
The Maharat Program focuses on empowering targeted groups by equipping them with a well-rounded set of leadership, technical, and practical skills. The goal is to enhance participants' readiness for the labor market, promote active engagement in economic and social development, and raise awareness of key societal issues. This is achieved through structured pathways that support both upskilling (enhancing existing skills) and reskilling (acquiring new skills).	The Riyada Program supports sustainable development in Jordan's governorates by fostering youth-led small businesses and promoting self-employment across various sectors. KAFD provides financial, logistical, and technical support to help these projects grow and contribute to local economic resilience.

3. Overview & Strategic Vision

The Jordan Gaming Lab, established in 2011 as a royal initiative by His Majesty King Abdullah II Ibn Al Hussein and implemented by the King Abdullah II Fund for Development (KAFD), was created to support and connect local game developers with both national and international gaming companies. Serving as an incubator for emerging

Jordanian creatives, the Lab offers a dynamic environment to experiment with technology, cultivate innovative concepts, and acquire foundational skills in game design and production.

The Lab is founded on the belief that the gaming industry presents a high-growth opportunity for Jordan. Its strategic objective is to contribute to positioning the country as a leading regional gaming hub by empowering the next generation of innovators, fostering domestic creativity, and establishing clear pathways for economic and professional growth through focused education, specialized programs, and strategic partnerships.

Jordan Gaming Lab (JGL): Bridging Talent, Industry, and Innovation Across the Kingdom

The Jordan Gaming Lab (JGL) plays a fundamental role in driving the growth of Jordan's gaming sector by fostering collaboration between academic institutions and industry leaders, and by supporting initiatives and competitions that engage stakeholders from both public and private sectors, as well as international partners. These efforts contribute to job creation and promote the professional development of emerging talent. With eight branches across the Kingdom, the Lab provides students and young people from diverse backgrounds with access to practical workshops, advanced tools, and comprehensive training across the full game development cycle: enabling them to transform their passion for gaming into sustainable career opportunities.

Driving Jordan's Gaming Ecosystem: Empowering Talent Through Summits, Funding, and Global Exposure

The Jordan Gaming Lab (JGL) plays a central role in advancing the national gaming ecosystem through flagship initiatives that connect talent, industry, and global networks. Since its establishment, the Lab has organized the annual Jordan Gaming Summit:

o   a premier industry event highlighting Jordan's leadership in gaming and esports. The summit features hackathons, specialized workshops, and expert panels designed to foster innovation, collaboration, and knowledge exchange.

In parallel, the Jordan Gaming Lab Fund provides essential support to local indie developers and startups through financial assistance, creative and marketing advisory, and game development programs. The Fund also facilitates participation in regional and international platforms, enabling Jordanian creators to showcase their work, attract partnerships, and scale their projects to new markets.

Section I: Request For Proposal (RFP)

KAFD is a national institution dedicated to youth empowerment and sustainable development. The lab is a Royal strategic initiative to equip young Jordanians with know-how and practical skills in game development and emerging technologies.

While the current gaming lab functions similarly to a modern mobile game development studio, we seek to upgrade it to better cater to more target groups and to strengthen the technological edge of the Jordanian community in high-technology jobs. Our strategic vision is to establish Jordan as a premier regional hub for innovation in gaming, artificial intelligence, and immersive technologies.

1. Objective

To engage a technically proficient entity or consortium provide training in accordance with best practices and industry requirements, manage the operations of eight gaming labs located in seven governorates, ensure systems reliability and availability, support the integration of Artificial intelligence (AI) into game development training, and facilitate Virtual and Augmented realities (AR/VR), AI, simulation, and training including LMS development.

2. Eligibility Criteria

The applying entity must meet the following criteria:

- Legally registered in Jordan or authorized to operate in Jordan

- Experience in managing digital labs, Innovation Labs, Tech Incubators and Accelerators or similar environments

- Demonstrated expertise in training in game development and in emerging technologies

- Proven track record in youth training or educational technology projects

- Adequate staffing and technical capacity with professional certification

3. Proposal Requirements

The submission must include the following components:

- Cover Letter

- Company Profile and Legal Documents

- Technical Proposal (approach, methodology, work plan)

- Financial Proposal (budget, itemized pricing, payment terms and conditions). This must be submitted as a **separate file** from the Technical Proposal. The Financial Proposal must specify:

  - **Currency:** All pricing must be in Jordanian Dinar (JOD).

  - **Taxes:** Prices must be clearly quoted, indicating whether they are inclusive or exclusive of all applicable taxes (e.g., VAT).

  - **Proposal Validity:** The proposal and all quoted prices must remain valid for a minimum of 180 days from the submission deadline.

- Relevant Experience and References include Certificate of Good Performance

- CVs of Key Personnel

- Value-added services or innovations

4. Evaluation Criteria

Component	Weight
Technical Approach & Methodology	**30%**
Experience & Past Performance	**20%**
Key Personnel Qualifications	**10%**
Financial Proposal	**30%**
Innovation & Value-Added Services	**10%**

5. Submission Instructions and Timeline

Submission Format:

- **Language:** English or Arabic

- **Format:** PDF

- **Email:** tender@kafd.jo

- **Subject Line:** "Proposal – Technical Management of Gaming Lab – [KAFD]"

- **File Separation:** The **Technical Proposal** and **Financial Proposal** must be submitted as **separate PDF files** in the same email: tender@kafd.jo. This is to ensure the financial bid does not influence technical evaluation.

RFP Timeline:

- RFP Issue Date: [November 27, 2025]

- Clarification Deadline: [December 14, 2025]

- Submission Deadline: [January 8, 2025, at 12pm / Jordan Time]

- Bidder Presentations/Interviews (if required): to be [January 2026]

- Notification of Award: [February 2026]

- Anticipated Contract Start Date: [March 2026]

Note: Late submissions will not be considered.

6. Clarifications

Submit questions to tender@kafd.jo by December 14th. Responses will be shared with all interested parties via e mail.

7. Terms and Conditions

KAFD reserves the right to accept or reject any proposal without any explanation. This RFP does not constitute a commitment to award a contract. All proposal preparation costs

are the responsibility of the applicant. The selected entity will enter into a formal agreement with KAFD. The term of this agreement is **thirty-six (36) months** with the option of extension upon mutual agreement of the parties. The winning bidder shall provide an unconditional and irrevocable performance bond as will be described in the contract.

8. Order of Precedence

In the event of any conflict, inconsistency, or ambiguity between or among the provisions of this document and the contract and or any of the documents incorporated herein or by reference, the following order of precedence shall apply, with the document listed first prevailing over those listed subsequently:

1. The contract/agreement (including any amendments thereto).

2. The Request for Proposal (RFP)

3. The Terms of Reference (ToR) attached.

4. The Service Level Agreement (SLA) attached.

5. Any other attachments, exhibits, or documents incorporated or by reference.

Section II: Purpose of the RFP

Core Objectives of this RFP:

- To comprehensively transform and strategically manage the Jordan Gaming Lab (JGL) initiative by revitalizing its physical facilities and expanding its core programs into a world-class hub for game development and emerging technologies.

This main objective breaks down into three key components:

Physical & Technological Transformation: Upgrade eight existing Gaming Centres into world-class facilities with modern infrastructure.
Educational Advancement: Enhance and implement high-quality Game Development Training Programs.
Strategic Expansion: Guide the lab's growth into new fields of emerging technologies such as: XR, AI-driven game development,5G gaming, immersive storytelling, and startup incubation to build globally competitive, culturally rooted gaming experiences.

Transforming Jordan into a Global Gaming & Interactive Technology Hub: A Next-Generation Ecosystem for Talent, Innovation, and Growth. Building on the Lab's achievements since its establishment in 2011, the project seeks to:

- Establish Jordan as a leading regional hub for the gaming and interactive technology industry. This initiative will seamlessly connect Jordanian talent to the global gaming ecosystem, providing unparalleled access to international esports

events, game development competitions, and high-value networking opportunities.

- Reimagine and modernize the existing JGL network by upgrading its infrastructure, curriculum, outreach strategies, and operating model if needed to meet international standards, while maintaining the integrity of the JGL brand.

- The gaming industry is rapidly evolving with the emergence of advanced technologies such as quantum computing and AI-generated content. In conjunction with developments in cloud gaming, virtual reality (VR), and augmented reality (AR), these technologies are reshaping the future of interactive entertainment by enabling more dynamic, personalized, and immersive experiences. Accordingly, Bidder is required to design, develop, and deliver comprehensive training programs in the areas of game development, simulation, artificial intelligence (AI), and other relevant disciplines as recommended by the Bidder and approved by the Client. These programs shall cater to learners across all skill levels, from beginner to advanced. The Bidder should leverage both local and international expertise to ensure that all course content remains current, engaging, and aligned with global industry standards and best practices.

- Existing training materials should be integrated where applicable. The Bidder should also provide capacity-building sessions for on-premise staff to enable them to update, adapt, and develop new content, ensuring the program's long-term quality, relevance, and sustainability.

- Another key objective is to design and implement a secure, scalable, and fully integrated Learning Management System (LMS) that delivers comprehensive educational content across gaming, artificial intelligence (AI), and simulation. Tailored to accommodate learners at all proficiency levels, from beginners to advanced users, the platform will operate within a controlled environment

supported by a dedicated on-premise service team. This will ensure effective training delivery, continuous learning, and long-term platform sustainability. Moreover, the LMS will promote collaboration through knowledge sharing, joint initiatives, and mentorship programs with global industry leaders.

- The Bidder should play a key role in initiating strategic partnerships with both local and international industry stakeholders, gaming communities, and academic institutions to strengthen and expand the centers' ecosystem. By facilitating collaborations with global esports organizations, game studios, and leading tech firms, the Bidder will help create valuable opportunities such as internships, collaborative projects, and mentorship programs. The Bidder also can lead the planning and execution of hackathons, gaming tournaments, and industry-focused events that promote hands-on learning, professional networking, and regional visibility. These partnerships will ensure the centers remain dynamic, aligned with global industry standards, and serve as effective launchpads for careers in gaming, and artificial intelligence.

- The impartiality of this transformation is to develop the labs into a dynamic, inclusive, and future-oriented ecosystem. The transformed LAB(s) will serve as a catalyst for empowering Jordanian youth, promoting entrepreneurship, and facilitating connections between local talent and regional as well as global opportunities within the digital economy.

Section III: Terms of Reference (ToR)

1. Purpose

To establish the technical framework and operational guidelines for managing the Gaming and Emerging Technologies Labs, with the capability to expand into AI, VR/AR, simulation and, (cybersecurity, and robotics) training, should such expansion be recommended by the bidder.

2. Scope of Work

Scope of Work / Key Responsibilities

The selected bidder shall be responsible for the following:

Game Engine Management

- Install, configure, and maintain industry-standard game engines.

- Conduct regular updates and ensure optimization of engine performance across multiple devices.

- Guarantee cross-platform compatibility, including PC, mobile, VR/AR and other environments.

Curriculum Design and Delivery

- Develop and continuously update modular training curricula in alignment with global game development standards and emerging industry trends.

- Incorporate structured learning pathways for beginner, intermediate, and advanced learners.

- Ensure curricula support practical, hands-on development aligned with the Lab's objectives of skill enhancement and employability.

License and Software Management

- Acquire, manage, and maintain valid software licenses for all relevant platforms, tools, and engines (e.g., Unity, Unreal Engine, design tools).

- Ensure full compliance with bidder agreements, intellectual property laws, and legal standards.

Collaboration and Version Control Tools

- Deploy collaboration tools to enable efficient team-based development and project management.

- Provide configuration for remote access and multi-branch collaboration across all lab locations.

Digital Asset Library Management

- Establish and manage centralized digital asset libraries encompassing graphics, audio, and code components.

- Implement version control, access management, and ensure full copyright compliance for all assets.

Platform Development Support

- Provide capability for multi-platform game development (iOS, Android, Web, PC, and Console).

- Integrate and maintain relevant SDKs, testing environments, and publishing pipelines to support cross-platform deployment.

Notes

While the Jordan Gaming Lab primarily focuses on mobile game development, bidder is encouraged to propose expansion strategies and development initiatives for additional

platforms such as PC, PlayStation and other consoles, AR/VR, Web-based, and Cloud Gaming. Such proposals will be evaluated for potential phased implementation, subject to feasibility, strategic alignment, and a clearly defined roadmap.

The Scope of Work (SoW) encompasses the following areas, with a mandatory focus on upgrading infrastructure and integrating advanced technologies as detailed in the Technical Requirements:

Game Development Training:

- Curricula development in accordance with best practices and industry requirements.

- Install, maintain and upgrade game engines and related hardware and software.

- Manage software licenses and updates.

- Set up collaborative tools.

- Maintain asset libraries and ensure copyright compliance.

- Support development across platforms.

Expansion Modules:

- AI & Simulation

- Simulation

- VR/AR&& Immersive Technologies

- Game Development

Technical Operations:

- High-performance computing systems.

- Secure network and internet access.

- Backup protocols.

- Systems maintenance and upgrade.

Technical Requirements and Upgrade Plan (Mandatory Response):

The proposal must include a detailed plan addressing the current technical shortcomings and incorporating the following:

- **Infrastructure Upgrade:** Propose a solution for implementing **more robust power supply infrastructure** at the sites (e.g., UPS) and securing **alternate Internet access.**

- **Security & Hardware:** Establish a **server room with cooling** in each location for hardware security and environmental control and deploy a **higher-end router** to provide robust Cyber Security.

- **Game Development:** Specify the acquisition of a **PS5 Development Kit** and the latest **Unity 3.0 Software Development Kit (SDK)** and **Unreal 5 SDK** to allow for the creation of AAA games.

- **Emerging Technologies Implementation:** Leverage the current wave of **Nvidia AI GPUs** to provide raw power for running complex simulations, AI development, and rendering.

- **Workstations:** Detail a strategy for developing dedicated, multiple **High-Tech Development Workstations** (e.g., for 3D/AI/Physics Computations).

- **Training Strategy:** Include a strategy for early interaction with Primary and Secondary age schools to develop pathways, and a clear plan to utilize foreign

expertise initially to develop a local capability in AI. The training requirements details should include:

Requirement	Details to Include
Trainer Qualifications	Specify the minimum certification requirements for instructors (e.g., industry certifications, degrees, or minimum years of experience in game development/emerging technologies).
Capacity Management	Define the expected annual trainee capacity across all eight labs and set guidelines for class scheduling, size (e.g., min/max students per session), and managing waiting lists.
LMS Requirements	Detail the Operator's responsibilities for managing the Learning Management System, including content deployment, user administration, and reporting functions.
Technical Support Service Levels	Define the required support structure for trainees and instructors, including response times for technical issues (e.g., 4-hour response for critical errors, on-site technician hours).

3. Roles and Responsibilities

Role	Responsibilities
Technical Manager	Infrastructure oversight and reporting
Lab Technicians	Hardware maintenance and user support
Curricula Lead	Tool alignment with training objectives
Security Officer	Cybersecurity and data protection
Emerging Tech Specialists	Expansion into, AI, and simulation

Instructors	Training in accordance with best practices

4. Performance Indicators

The key performance indicators (KPIs) include:

- **System uptime > = 95%**.

- Number of trainees: Measures participation and program reach.

- Trainee completion rates: Tracks the proportion of participants who successfully complete all training requirements.

- Success stories: Highlights individual or institutional achievements resulting from the training.

- Complying with industry standards and requirements: Evaluates adherence to recognized frameworks or accreditation criteria. Example: Training content aligned with **ISO/IEC 27001 and EC-Council CEH standards**.

- Maintenance and update frequency.

- User satisfaction.

- Integration of emerging technologies.

- Innovation.

- KPIs used: Defines the quantitative and qualitative metrics for measuring impact and success.

5. Governance and Reporting

- **Monthly reports to KAFD** (which must include pre-assessment, mid-assessment, and post-assessment, and must also incorporate all "Monthly usage and operational statistics" required in Section IV (SLA) of this document).

- Quarterly strategic reviews (Assess progress and align with KAFD goals.)

- Compliance with best practices (Follow recognized standards.)

- Compliance with KAFD policies

6. Security and Data Governance

The bidder must include a dedicated section on security protocols and ensure alignment with ISO/IEC 27001 and EC-Council CEH standards.

Requirement	Details to Include
Data Ownership & Sovereignty	Explicitly state KAFD's ownership of all data (trainee records, curricula, usage metrics) and mandate that data storage and processing must comply with Jordanian data privacy laws.
Network & Infrastructure Security	Require the implementation of secure access controls, firewalls, and intrusion detection systems, especially given the multi-site nature of the labs.
Incident Management	Mandate a formalized incident response plan (IRP) for security breaches, requiring immediate notification to KAFD and detailed reporting.
Access Control	Detail requirements for privileged user access management (e.g., zero-trust policy for lab technicians and remote access).

7. Duration

The initial engagement period shall be **thirty-six (36) months**. Contract renewal shall be based on demonstrated performance and consistency with KAFD's strategic objectives.

8. Review and Expansion Strategy

This section is vital for the strategic growth element of this RFP, requiring the bidder to look beyond the initial 36-month contract.

Requirement	Details to Include
Technology Roadmap	Require the bidder to propose a plan for technological refresh (hardware/software) beyond the initial contract, ensuring the labs remain cutting-edge in year four and five.
Expansion Methodology	Require a detailed methodology for identifying, evaluating, and launching potential new emerging technology modules (e.g., recommending a timeframe and justification for introducing Quantum Computing).
Performance Review	Formalize the process for annual strategic reviews with KAFD to evaluate the lab's impact against national development goals and propose necessary pivots or adjustments.

Section IV Service Level Agreement (SLA) for the Labs

1. **Introduction**

This Service Level Agreement ("SLA") is entered into between KAFD and the Operator of the Gaming and Emerging Technologies Laboratories ("Lab"), a non-profit facility dedicated to training, developing, and improving game developers and providing training in various technology fields, as described in the contract.

This SLA establishes the terms and conditions under which the Operator will manage and operate the Labs facilities (the "Facility") owned by KAFD, for the purpose of training individuals as game developers.

The primary objectives of this Agreement are to:

- Ensure optimal functioning of the Facility's hardware, software, and infrastructure.

- Develop the new areas of technical training as described in the contract in collaboration with KAFD.

- Maintain a high-quality educational environment for trainees.

- Establish clear performance metrics and responsibilities.

- Define procedures for issue resolution and continuous improvement.

2. **Purpose and scope**

2.1 The purpose of this SLA is to establish clear expectations, responsibilities, and performance standards for the operation of the Lab.

2.2 The Lab is a non-profit entity with the primary mission of providing comprehensive training and development resources for individuals aspiring to

become game developers and skilled in other technological fields, as described in the contract.

2.3 This SLA covers all aspects of Lab operations, including but not limited to: facility management, equipment maintenance, training programs, scheduling, budget management, performance evaluation, impact assessment methodology, and reporting.

3. **Term and renewal**

3.1 This SLA shall remain in effect for the duration of the current contract/agreement between KAFD and Operator.

3.2 KAFD has the right to modify this SLA by notifying the Operator with at least 30 days' notice.

4. **Operator responsibilities**

4.1 Facility Management

- Maintain the Lab facility in clean, safe, professional and fully operational conditions.
- Ensure comprehensive compliance with all applicable safety codes and regulations.
- Manage access control and strictly adhere to security regulations.
- Coordinate necessary repairs and improvements with KAFD, obtaining prior approval.
- Manage the scheduling system for Facility usage.
- Track and report on Facility utilization metrics.

4.2 Technical management

- Maintain a comprehensive and up-to-date inventory of all hardware, software, and peripherals.

- Install, configure, and maintain all hardware and software, and perform regular system updates and security patches.

- Perform regular, systematic equipment maintenance and maintain detailed logs.

- Promptly troubleshoot and resolve technical issues.

- Recommend equipment upgrades or replacements with detailed justifications.

- Ensure all software licenses are current, compliant, and legally maintained.

- Schedule and implement backup procedures.

- Provide semiannual technical reports.

4.3 Training Programs

- Develop, implement, and continuously update the training curricula for game development and other technological fields as described in the contract in accordance with industry standards and best practices.

- Create a dynamic and responsive curriculum that adapts to technological advancements.

- Schedule and coordinate workshops, classes, and educational events.

- Recruit and manage a sufficient number of highly qualified instructors and mentors.

- Maintain comprehensive educational resources and documentation.

- Systematically track student/participant progress and educational outcomes.

- Coordinate extensively with stakeholders and universities.

- Provide technical support to trainers and trainees during operational hours

- Ensure availability of required software and tools for scheduled training sessions.

- Setting up specialized environments for specific training needs.

- The Bidder shall ensure a clear and effective transfer of knowledge to the KAFD team by providing comprehensive written guidelines, manuals, or booklets that correspond with the training delivered

- All curricula, training materials, Learning Management System (LMS) configurations, software customizations, documentation, source files, assets, videos, digital content, and any other works developed or delivered under this contract shall be the sole and exclusive property of KAFD

4.4 Community Engagement

- Proactively promote the Lab to the target community.

- Develop strategic, target-oriented partnerships with:

  o Educational institutions

  o Industry professionals

  o Related organizations

- Organize community events, including one game summit and at least one game jam/game challenge annually.

- Maintain robust communication channels with industry, participants, and stakeholders.

- Develop and implement a structured engagement measurement system.

4.5 Administrative Duties

- Manage daily operations with precision and efficiency.

- Develop comprehensive tracking and reporting mechanisms.

- Track usage data and prepare detailed quarterly reports.

- Administer participant registration, onboarding, and progress tracking.

- Maintain waiting lists with transparent and fair access policies.

- Document all operational procedures.

- Provide monthly reports on Facility performance and utilization.

- Conduct quarterly satisfaction surveys with trainers and trainees.

- The bidder shall indemnify, defend, and hold harmless KAFD, its officers, employees, and agents from and against any and all claims, damages, losses, liabilities, and expenses (including reasonable attorneys' fees) arising out of or relating to:

  o any breach of this Contract by the bidder;
  o the bidder's negligence or willful misconduct;
  o any data breach or unauthorized access attributable to the bidder's systems or personnel;
  o infringement or alleged infringement of any third-party intellectual property rights; and
  o any damage to KAFD property, infrastructure, or equipment caused by the bidder.

4.6 Financial Management

- Strictly adhere to the approved operating budget.

- Maintain accurate financial records and expense tracking.

- Process donations and grants in full compliance with non-profit regulations.

- Continuously identify and implement cost-effectiveness measures.

- Provide support in grant writing and fundraising activities.

5. KAFD responsibilities

5.1 Facility and Infrastructure

- Provide adequate and appropriate physical space for the Lab.

- Ensure ongoing structural integrity, suitability, and building systems functionality.

- Provide reliable utilities (electricity, internet, water, HVAC) as specified in the contract.

- Approve and fund major repairs or renovations.

5.2 Equipment Provision

- Provide initial hardware, software, and equipment furnishings.

- Approve and fund equipment upgrades and replacements.

- Approve and fund technology and network upgrades.

- Maintain comprehensive equipment records and status tracking.

- KAFD shall approve and fund all major upgrades, and any upgrade recommendations submitted by the operator must be fully justified and incorporated into the annual operating budget.

- Simple Governance Model: KAFD provides strategic oversight and funding, while the operator delivers full technical and operational execution.

5.3 Financial Support

- Develop a comprehensive annual operating budget in coordination with the operator. All procurement, expenditures, and payments shall be managed by KAFD and require prior approval in accordance with KAFD's policies and authority matrix. A project-specific financial and administrative manual may be jointly developed and approved by KAFD to ensure effective and smooth implementation

- Process approved expenditures in a timely and efficient manner.

- Maintain non-profit status and ensure regulatory compliance.

- Actively pursue fundraising, grants, and sponsorships for long-term sustainability.

- KAFD shall have the right to conduct audits of the bidder's facilities, records, security procedures, and performance at any time.

5.4 Strategic Direction

- Define and periodically review the vision, mission, and future outlook of the Lab.

- Establish clear strategic objectives, success metrics, and KPIs.

- Review and approve training programs and programmatic changes.

- Provide clear objectives for any specialized training requirements.

- Communicate changes in strategic direction with at least 30 days' notice.

6. Performance standards

6.1 Availability

- Lab shall be operational for a minimum of 48 hours per week.

- Scheduled maintenance shall be performed outside of peak usage hours.

- Unplanned downtime shall not exceed 8 hours per month.

- KAFD reserves the right to utilize the lab during idle hours for various programs and training activities, provided that the Bidder and KAFD teams working in the lab are duly informed to ensure that such use does not conflict with scheduled training programs

6.2 Technical Support

- Critical technical issues affecting multiple workstations shall be addressed within 4 hours.

- Non-critical technical issues shall be resolved within 2 business days.

- Software updates shall be tested and installed within 7 days of release, assuming compatibility.

- Implement comprehensive system security measures.

6.3 Educational Quality

- Maintain a participant satisfaction rating of at least 90%.

- Conduct thorough program evaluations at least twice a year.

- Ensure curriculum remains current with industry standards and technological advancements.

- Track and report on comprehensive educational outcomes.

- Maintain strong coordination with universities and industry.

6.4 Community Impact

- Maintain maximum possible active participant engagement.

- Track and report detailed community engagement metrics.

- Demonstrate measurable skill development among participants.

- Document and showcase success stories and outcomes.

7. Reporting and communication

7.1 The Operator shall provide the following reports to KAFD:

- Monthly usage and operational statistics.

- Quarterly financial summaries.

- Quarterly equipment status reports.

- Semi-annual performance evaluation report in accordance with KAFD's criterion.

- Annual program impact assessment in accordance with KAFD's criterion.

7.2 Regular meetings between KAFD Management/The assigned Directorate and Operator shall occur at least 6 times a year to review operations, address concerns, and adjust strategic priorities.

7.3 The Operator shall maintain system for participants in accordance with best practices.

7.4 Critical issues requiring immediate attention shall be communicated to KAFD within 1 hour.

7.5 Management Concerns and Corrective Actions

If KAFD raises any concern or identifies a management issue affecting financial, operational, or performance aspects, the Operator shall promptly investigate and provide a written corrective action plan within ten (10) business days. Implementation of corrective measures shall be coordinated with KAFD, and any unresolved issues may result in a review of budget allocations or performance evaluations.

8. **Budget and resource allocation**

8.1: The annual operating budget will be jointly developed by KAFD and Operator.

8.2: Budget revisions exceeding 5% of any line item require prior KAFD approval.

8.3: The Operator may reallocate resources within budget categories up to 5% without prior approval and will notify KAFD within 5 days.

8.4: All fundraising and grant applications shall be approved by KAFD before submission.

8.5: In-kind donations and volunteer services shall be documented and reported as part of the regular financial review.

8.6: KAFD's prior approval must be obtained before the Operator enters into any agreements or contracts with third parties. Additionally, any budget revision that impacts the total annual budget or key strategic and budgetary lines shall require KAFD's prior approval, irrespective of the percentage of change.

9. Acceptance Testing and Payment Process

9.1. Milestones and Payments: The contractor shall deliver work according to the Milestone Table below. Payments are milestone-based and payable only after KAFD's written acceptance of the corresponding deliverable and submission of a valid invoice and supporting documentation. KAFD is a tax-exempt entity operating under a special law. Accordingly, all financial proposals submitted in response to this RFP shall take into consideration KAFD's tax-exempt status, and any applicable exemptions shall be reflected in the proposed pricing.

9.2 Milestone Table:

Milestone ID	Deliverable	Acceptance Criteria	Payment %
Mobilization	Project plan; staffing; procurement schedule	KAFD approval of plan; CVs; procurement receipts	**10%**
Site Setup	Lab installation; network; UPS; server room	Site acceptance tests passed; environmental controls operational	**20%**
Core Curriculum	Game dev; AI curricula; LMS demo	Curriculum docs; LMS UAT passed	**15%**
Pilot Cohort	Pilot delivery; 20 trainees	Completion report; trainee completion ≥80%; satisfaction ≥85%	**15%**
Scale Rollout	Remaining labs operational; asset inventory	Site acceptance tests passed for all sites	**20%**
Final Acceptance	Handover docs; ToT; final audit	Final audit passed; KPI baseline met	**10%**
Retention Holdback	Warranty and KPI holdback	Release after warranty and KPI criteria met	**10%**

Note: The above milestone table covers the initial implementation phase (the first year). The payment structure for the remaining 24 months (Years 2 and 3) will follow a similar percentage-based approach; however, it will be mutually agreed upon and adjusted in accordance with the needs and consensus of both parties, and shall remain subject to the achievement of the agreed-upon KPIs and the final approval of the annual operating budget

9. **Intellectual property**

 9.1 In case any projects get developed by participants in the Lab shall remain the intellectual property of their creators.

9.2 The Lab requests acknowledgment for projects developed using its resources.

9.3 Educational materials created specifically for the Lab shall be jointly owned by KAFD and Operator.

9.4 The Lab shall respect all third-party intellectual property rights and ensure appropriate licensing for all software and content.

9.5 The above-mentioned rules apply to all forms of training conducted in the Lab.

10. **Dispute resolution**

10.1 Disputes regarding this Agreement shall first be addressed through good faith negotiation between KAFD and Operator.

10.2 If a resolution is not reached within 30 days, the parties agree to involve a neutral third party, nominated by KAFD, to review the dispute and provide recommendations.

10.3 This Agreement shall be governed by and construed under the laws of The Hashemite Kingdom of Jordan. Any disputes shall be resolved in the courts of Palace of Justice- Sulayman Al Nabullsi st, Amman, and the Parties expressly submit to the jurisdiction of such courts. Any dispute, controversy, or claim arising out of or in connection with this RFP, or any subsequent contract awarded pursuant to it, shall be resolved amicably between the Parties. In the event that an amicable resolution cannot be reached, the dispute shall be submitted to the competent courts of Jordan. This RFP and any resulting contract shall be governed

by and construed in accordance with the laws of the Hashemite Kingdom of Jordan.

11. Force majeure

11.1 Neither party shall be held liable for failure to perform due to circumstances beyond reasonable control.

11.2 The affected party shall notify the others as soon as possible and work diligently to resume operations as soon as possible.

12. Modification

12.1 This SLA may be modified only by written amendment signed by both parties.

12.2 Semiannual review of this SLA shall be conducted to assess the need for updates or modifications or cancellation.

13. Signatures

This SLA is entered into with full understanding of its terms and mutual commitment to the mission of the Lab.

KAFD Representative: _____ Date: _____

Operator Representative: _____ Date: _____