

Mandatory requirements:

- Bid security must equal 2% of contract value and remain valid for at least 120 days.
- Arabic and English support is required for operators, residents, enforcement users, and helpdesk scripts.
- Hosted production service must meet 99.5% monthly uptime with planned maintenance announced at least 72 hours in advance.
- Supplier must provide ISO 27001, SOC 2 Type II, or equivalent independent security audit evidence.
- Full production go-live for all depots must be completed by 30 September 2026.
- Resident personal data, vehicle metadata, logs, and backups must remain within Saudi Arabia.
- Role-based training must cover at least 50 municipal staff before go-live.
- Quarterly sustainability reporting is required.