#	Questions and Answers
Q1	If necessary/required, will MoDEE pay for the specified POC for the service selected from your side?
A1	*No*
Q2	The items listed under the "4.5. Financial Terms" on page (10) of the RFP do not apply to this phase since no costs are required to be submitted in the first phase. Kindly confirm.
A2	*Confirmed*
Q3	It's mentioned under the "High Level Description of System Requirements for e-Services" page (21) in the RFP the following sentence: "The system should include performance monitoring and reporting tools both dynamic and static to generate summary reports and statistics on transactions and system activities." • Does this mean that the winning bidder should provide these tools and include the costs later in the financial proposal? • Does this include performing a static analysis to the code to find the performance issues in the source code? • Does this also include performing a dynamic performance testing for the transactions to find the slowness in the application?
A3	*Yes, The system should include "Reporting and dashboards tool "* *No* *No*
Q4	Do you have a template that we should use as a CV for our resources?
A4	*Referring to section 4.4 Response Evaluation, the winning bidders are required to commit to providing the necessary CVs during the project's implementation phase.* *No CVs required in this phase*
Q5	You only require a Technical Qualification Proposal for this Phase (Phase 1) that details previous similar projects and our team, right? What more items do you want us to include at this point?
A5	*Refer to section 3.2 engagement definition* • *Detailed description of the projects implemented by the company related to the E-services Projects – at least one project in the last 7 years* • *Provide a formal successful accomplishment letter for at least one project* • *If the company has no previous experience related to E-services projects. It will be asked to conduct a proof of concept (POC) for a selected service by Modee* • *Commit to provide the following CVs during the implementation phase of the project:* • *Compliance to all MODEE standard components provided in the compliance sheet in annex (5.1), these standard components will control and govern scope development and implementation during the implementation phase.*
Q6	Which language, Arabic or English, or both, should we use to submit our Technical Qualification Proposal?
A6	*English*
Q7	Regarding compliance to ANNEX 5.1, can you please explain what is required during this stage? is it required to answer each activity (from the 7 components) and explain how they will be implemented? or just fill the first table in ANNEX 5.1 with comply/non-comply?
A7	*What is required in this stage is to review the components and provide your compliance (comply/non-comply)*
Q8	(Compliance Sheet P 19: High-Level Description of System Requirements for e-Services Authentication) Winning bidder is requested to use IDM Authentication mechanism: Can you please provide techno/functional details about IDM Authentication?
A8	*IDM Authentication allows a user to access several services or software with just one username and password. We are using OAuth 2.0 Token.*
Q9	(Compliance Sheet P 23: Component 1 – e-Services System Delivery Required Activities) Will be stated in the scope of work (if needed): Can you please elaborate on functional requirements of financial modules?
A9	*The financial module is considered a special requirement decided according to entity needs , functional requirements of the financial module will be defined and provided in the implementation phase within scope of work document*

Q10	Compliance Sheet P 23: High Level Description of System Requirements for e-Services Financial Module Is it mandatory to keep same designs as in Annex 2 and Annex 3? Or can the bidder propose his own design as per his solution and expertise?
A10	*Not clear*
Q11	Compliance Sheet P 23: Component 1 – e-Services System Delivery Required Activities Document service card of all related service on ARIS platform: will ARIS platform be only used to document the processes models? Can the vendor use its own business process automation tool to automate the e -services then integrate with ARIS when necessary?
A11	*the winning bidder is responsible to document the service card and customer journey using service canvas model and customer journey land scape model as per MODEE convention manuals*
Q12	General Question: Proposal Validity Is there a required validity period for the submitted proposals?
A12	*The Proposals shall remain valid for a period of (90) days from the closing date for the receipt of proposals as determined by the purchase Committee, as stated in "4.6. Legal Terms" section page number 12.*
Q13	General Question: Implementation How will the internal employees manage the tasks related to e-services? is it through SANAD portal also or should the vendor provide a dedicated internal portal?
A13	*This will be determined in the scope of work prepared during implementation phase*
Q14	Commit to provide the following CVs during the implementation phase of the project: We assume that these CVs are representative CVs only, and during actual requirement, specific CVs can be identified and shared which are different from those submitted. Please confirm.
A14	*Refer to Q4*
Q15	If the company has no previous experience related to E-services projects. It will be asked to conduct a proof of concept (POC) for a selected service by Modee. Will this be a paid POC or has to be done free of cost?
A15	*Refer to Q1*
Q16	In case of subcontracting, the subcontractor has to be approved by Modee and the contractor will be liable for all works performed by the sub-contractor. Does Sub-Contactor name (if needed) need to be disclosed at this stage or can be done after final selection / project implementation?
A16	*Sub-contractor Can be disclosed after final selection- project implementation*
Q17	Any source code, licenses, documentation, hardware, and software procured or developed under 'OPEN OUTSOURCING FRAMEWORK AGREEMENT' is the property of MODEE upon conclusion of 'The Project'. Written consent of MODEE must be obtained before sharing any part of this information as reference or otherwise. We understand the framework agreement will be for Software development services sought by MODEE. How will costs of Licensed Software including OEM Support, System Software Licenses required for hosting applications and Hardware Infrastructure supply, deployment, installation and configuration costing be managed? We assume this scope will be extra and arranged for by MODEE directly based on a Bill of Material prepared in consultation with the selected Consultant for a project.
A17	*It is a general statement in the legal terms covering all types of project. and it applies on the items proposed from your side and cannot be covered from MODEE as described in the infrastructure component*
Q18	During the term of the Contract, any business or professional activities in Jordan or abroad which would conflict with the activities assigned to them under this bid We have a consulting practice in addition to our software development and implementation practice. If impaneled, can we also work with MoDEE on the consulting engagements or project management engagements?
A18	*Bidders in the development projects can participate in consulting and project management projects with MODEE unless there is a conflict between the two tasks assigned to the same company. Which will be studied and determined by MODEE case by case*
Q19	Do project teams need to be deployed onsite at MODEE or a hybrid team deployment is acceptable with onsite and offshore teams being involved?
A19	*Hybrid team deployment, But some positions must be onsite as per MODEE decision (for example but not limited to PM and BA ..) this will be decided for each scope of work*
Q20	By signing this agreement is our company committed to participate in all RFPs or the company has the option to choose which RFPs to respond.
A20	*The company has the option to choose which RFPs to respond.*
Q21	Kindly can you explain how this agreement will give advantages to our company

A21	*This framework agreement's goal is to manage and expedite all government digitization projects through standardized requirements and components. It also establishes a single channel for the procurement of digital transformation projects (services and systems), which will reduce the amount of time needed to prepare, evaluate, and submit proposals.*
Q22	لم يتم ذكر الجهة المقدمة لها المشروع المرجعي للمورد ان كانت حكومية او من القطاع الخاص؟
A22	*Both are accepted to be submitted* *And will be subject to MODEE evaluation if to accept the reference or to request the POC from the company if the reference is not accepted*
Q23	ذكر في اتفاقية اطارية مفتوحة لتنفيذ مشاريع التحول الرقمي وتحديدا في الشروط العامة للاتفاقية بالمادة 12 إنهاء الاتفاقية من قبل صاحب العمل :(يحق لصاحب العمل في أي وقت أن ينهي العمل بالاتفاقية دون ان يترتب عليه دفع أي تعويض الطراف الثاني). يرجى التوضيح كيف يمكن انهاء الاتفاقية بعد الإحالة وإصدار امر المباشرة وانجاز جزء او كل العمل وبدون اي سبب متعلق في الفريق الثاني ورغم ذلك لا يتحمل الطرف الاول اي اضرار فما هي الغاية من هذا البند لو تكرمتم؟ علماً بأنه تم الإشارة لهذا البند تحت في المادة) 9 -) التنازل والعقود الفرعية: وفي تلك الحالة كان السبب التعاقد الفرعي او من الباطن، ولاكن إبقاء البند مفرد في مادة منفصلة تعني احقية الاقتصار الرقمي بإلغاء العقد في أي مرحلة من المرحل (في أي وقت) دون وجود أي سبب مما يترتب عليه الكثير من الخسائر للشركة المتعاقدة دون أي تقصير منها في واجباتها.
A23	*الاتفاقية المرفقة هي اتفاقية اطارية لتأهيل شركات لتنفيذ مشاريع التحول الرقمي* *بالتالي انتفت الغاية من التعويض حيث ان الأعمال حاليا غير معروفة ولم تحدد قيمتها ليصار الى تعويضها في حال انهاء العقد* *علما بأنه في حال طرح أي نطاق عمل للتنفيذ للشركات ضمن الاتفاقية سيتم اعداد اتفاقية عربية خاصة بنطاق العمل المطروح* *مرفق نموذج الاتفاقية العربية* *كما يرجى التكرم بالعلم بان العقود التي تبرمها الوزارة هي عقود إدارية جاءت لحماية المرفق العام ومن طبيعة العقود الإدارية ان تحتوي على بنود واحكام خاصة لمراعاة مصلحة المرفق العام وبالتالي لا يجوز تعديل هذه الاحكام حماية لمصلحة المرفق العام*
Q24	يرجى الإفادة اذا كان يجب على الشركات المشاركة تقديم جميع وثائق العطاء المذكور ضمن العرض الفني المقدم من طرفها موقعة ومختومة بختم الشركة ام هنالك وثائق محددة يجب تقديمها في العطاء؟
A24	*Technical proposal* *شهادة تسجيل الشركة* *اتفاقية ائتلاف موقعة (في حال وجود ائتلاف)*