

**Request for Proposal to
Tender No. (84eGovt2024)**

General Response for All Raised Questions

Taking into consideration the requirements outlined in the RFP and this Q&A document, bidders need to respond based on their experience in projects of similar size and scope

| | |
|-----------|--|
| Q1 | Which departments will be involved in or affected by Project? |
| A1 | In page (6) in the (RFP): The possible departments involved in this project are mentioned. The Drivers and Motor Vehicles Licensing Department (DVLD) under the umbrella of Public Security Directorate. In other words: All organizational units related to the internal processes administer traffic affairs management system to be involved, thus the winning bidder responsibility is to determine the responsibility of each organizational unit during As-Is and To-Be documentation stages. |
| Q2 | How many users are expected to interact with the system or process within the scope? |
| A2 | The number of users expected to interact with the <u>Existing Electronic Systems</u> is not available and, it is the responsibility of the winning bidder to come to the proper conclusion regarding the matter during business Requirements gathering sessions, (as-is) plus (to-be) sessions. The number of users expected to interact with the <u>Proposed System</u> (Future State) is to be estimated according to the (to-be) scenario proposed by the winning bidder. |
| Q3 | How many physical locations will this project cover? |
| A3 | In page (8) in the (RFP): The business area to be investigated are mentioned clearly, where the Physical locations are interconnected to them. The internal processes governed by the electronic systems are interconnected with each other and with external processes not administered by the systems. The initially focus is on the entity's business derived and extracted from the electronic systems mentioned in the Annexes and then emphasis on covering the components of Traffic Affairs Management System wherever located, based on the outputs of Business Requirements Gathering Sessions. Taking into consideration that the scope of work for this RFP is a "Consultancy Study" of the current procedures and internal processes, whether they are implemented through electronic systems or manually. So analyzing all point of improvement that can be utilized in order to design To-Be future scenario for the procedures that aligns with the requirements of (DVLD) directs the winning bidder to bear in mind the location of the stakeholders (if needed). |
| Q4 | Are there any unique requirements based on specific locations (e.g., regulations, connectivity)? |
| A4 | In page (8) in the (RFP): The business area to be investigated are mentioned clearly, where legislations are mentioned in all its forms and levels and they are listed in the Annexes. However, If the question concern is about the rules related to the state of affairs of the "Public Security Directorate" full cooperation and the required facilitation is to be provided by the entity once the initiation of the project is commenced. |
| Q5 | What existing systems or platforms are currently used, and how are they interconnected? |
| A5 | Existing systems or platforms currently used are listed in the Annexes and are mentioned in the narrative of the (RFP). In addition, "how they are interconnected" is the winning bidder responsibility to define that and deliver it in the (Digital Transformation Document) (Page 12) at the end of the project. |

| | |
|------------|--|
| Q6 | Are there any planned or ongoing upgrades or changes to these systems? |
| A6 | Yes, there are ongoing upgrades, And it is the winning bidder responsibility to build on that. |
| Q7 | What key processes will the project affect or aim to improve? |
| A7 | It is the winning bidder responsibility to define the key processes related to the components of Traffic Affairs Management System. |
| Q8 | Are there defined KPIs or metrics currently used to evaluate these processes? |
| A8 | No there are not, Refer to Page (9) Clause (8) as well Page (11) where it is the winning bidder responsibility to Identify a set of valid key performance indicators KPIs for the current processes (as-is) and determine the way of measurement, these KPIs should be estimated for the processes after the reengineering. |
| Q9 | How many processes are in the scope? |
| A9 | Refer to the (RFP); It is the winning bidder responsibility to define that. |
| Q10 | How many systems/ solutions are in the scope of the study? |
| A10 | Refer to the (RFP); the solution to be delivered is one optimal solution and it shall be based on the study and diagnosis of business areas in page No. 6 |
| Q11 | We request you to kindly extend the submission date to 26 Dec 2024 |
| A11 | Please stick to the current deadline |
| Q12 | What level of detail is available for the existing systems and processes? Are there specific pain points already documented? |
| A12 | Level of detail available for the existing systems and processes is through PowerPoint display of the Electronic Systems screens (Monitors), as well as work procedures, which document the internal processes but no confirmation it is up-to-date. All documentation will be provided to the winning bidder as baseline to commence BPR procedure. |
| Q13 | Apart from ARIS, are there other tools or methodologies MODEE recommends or prohibits for documenting processes? |
| A13 | Governmental BPM platform (ARIS) is the recommended documentation channel in order to document all gathered data and to export this components' deliverables, noting that MoDEE will provide the winning bidder with the needed user (designer) account. |
| Q14 | Should the benchmarking focus only on regional systems, or include global best practices? Are there any specific systems MODEE wants to be benchmarked? |
| A14 | Refer to the (RFP), Page 11 ((To-Be Study Phase) Processes and Services), Clause 1. |
| Q15 | Are there any pre-documented APIs or integration protocols currently in use? |
| A15 | No. |
| Q16 | Are there specific KPIs that MODEE expects to be included in the final deliverables, or should these be suggested by the bidder? |
| A16 | No, there are not, and it is to be suggested by the winning bidder. Refer to Page (9) "approach milestone" Clause 8, and Page (11) clause "(As-Is Study Phase) Processes and Services", and Clause "(To-Be Study Phase) Processes and Services" and Page (13) Clause "2.3.4 Deliverables". |

| | |
|------------|---|
| | |
| Q17 | Reference on page #21: please confirm that the bond is 7000 JOD since in writing in the RFP it is listed as: The Bidder shall submit a (Tender Bond) proposal security on a form similar to the attached format in Jordanian Dinars for a flat sum of (J.D) <u>eight Thousands and seventy five hundred Jordanian Dinars</u> |
| A17 | Please stick to the current deadline |
| Q18 | Reference on page #9: Approach and Milestones: Point #4: please confirm that the in scope work will be ONLY the “Review of all processes covered by electronic systems” |
| A18 | The initially focus is on the entity’s business derived and extracted from the electronic systems mentioned in the Annexes and then emphasis on covering the components of Traffic Affairs Management System wherever located, based on the outputs of Business Requirements Gathering Sessions. |
| Q19 | Is there any existing reference documentation for the Current State today? Can you provide a list of all the processes in scope? |
| A19 | Existing reference documentation for the current state is PowerPoint display of the Electronic Systems screens (Monitors), as well as work procedures, which document the internal processes but no confirmation it is up-to-date. All documentation will be provided to the winning bidder. |
| Q20 | Can the deadline be extended to December 31st? |
| A20 | Please stick to the current deadline |
| Q21 | Regarding “Collect values for all KPI’s (SMART Performance Measures) of all operations, and internal processes, estimations in not acceptable” في حال عدم توفر نتائج أو قيم المؤشرات لدى الدائرة هل المطلوب من الشركة المنفذة أن يتم تنفيذ عملية القياس وما يتبعها من دراسات |
| A21 | Refer to Page (9) “approach milestone” Clause 8, and Page (11) clause “(As-Is Study Phase) Processes and Services”, and Clause “(To-Be Study Phase) Processes and Services” and Page (13) Clause “2.3.4 Deliverables”. |
| Q22 | Could you please provide us with list of services that included in the scope of work |
| A22 | It is the winning bidder responsibility to dig up the processes and to define them as well as to define the interconnectivity between them. |