

السادة المناقصين المشاركين

العطاء رقم (22/ح ك/2026)

اتفاقية الاطارية المفتوحة الخاصة بتقديم الخدمات الاستشارية لمشاريع إعادة هندسة الإجراءات وتحسين الخدمات

الموضوع: ملحق العطاء رقم (1)

- يتكون هذا الملحق من الاستفسارات الواردة من المناقصين وردود صاحب العمل عليها.
- يعتبر هذا الملحق جزءا لا يتجزأ من وثائق العطاء يختم ويقرأ معها ويتم ختم الملحق بجميع صفحاته ومرفقاته وتضمنه مع وثائق العطاء التي سيتم تسليمها.

القسم الرئيسي: الاستفسارات الواردة من المناقصين مع الردود عليها:

Q1	Compliance with all MoDEE standards, methodologies, templates, and components “ provided in the compliance sheet in Annex (5.1). These standards and components shall govern and control project implementation and deliverables during the ”.implementation phase Should we add this Part in the commitment Letter? Or what is the required deliverable in this phase?
A1	Yes, this requirement should be covered through the Commitment Letter at this stage.
Q2	ANNEX 5.2: CONFIDENTIALITY UNDERTAKING ANNEX 5.3: JOINT VENTURE AGREEMENT ANNEX 5.4: SAMPLE FRAMEWORK AGREEMENT ANNEX 5.5: Supplier Security Assessment Questionnaire ANNEX 5.6: Bidders Information ANNEX 5.7: Letter of acceptance Is it required to deliver this Annex at this phase? Or after the Evaluation phase (for the winning bidders)?
A2	Yes, this Required at this stage
Q3	Could the Ministry clarify how proposed resources and technical qualifications will be evaluated during the Phase 1 qualification—specifically, whether the assessment is based on a weighted scoring system or strict compliance against minimum requirements; and how competencies related to business process modeling (e.g., ARIS and alternative BPMN-based methodologies) will be factored into this initial evaluation?
A3	The qualification assessment in Phase 1 will be conducted based on compliance with the minimum qualification requirements specified in the RFP. Bidders are required to demonstrate that the proposed resources possess the required qualifications and experience. Experience in ARIS is mandatory where specified. Experience in other BPMN-compliant tools and methodologies may be considered as complementary experience but does not replace mandatory ARIS requirements.
Q4	For the past corporate project references required in Phase 1, does a referenced project need to comprehensively cover all service domains outlined in the Scope of Work (e.g., Process Modeling, Change Management, and Technical RFP drafting combined), or will historical projects that covered a single domain or a specific subset of these services be accepted as compliant?
A4	Historical projects that covered a single service domain or a subset of the services outlined in the Scope of Work will be accepted. Referenced projects are not required to comprehensively cover all service domains within a single project, provided that the

	submitted references collectively demonstrate the bidder's relevant experience across the required areas.
Q5	While the RFP mandates that proposed personnel have hands-on ARIS experience, could the Ministry confirm if past corporate-level project references modeled on alternative standard BPMN platforms (e.g., Bizagi, Signavio, IBM) will be accepted for the company profile evaluation; and will the Ministry share its specific ARIS 'mode filters' and internal configuration standards prior to proposal submission to enable precise methodological alignment?
A5	ARIS experience is explicitly required by the RFP, bidders must demonstrate compliance with that requirement. Applicable MoDEE standards, methodologies, templates, and ARIS-related implementation requirements will be shared with the successful bidder(s) during assignment execution, as applicable.
Q6	What is the required validity period (in calendar days) for the submitted CVs, and at what intervals during the 5-year framework are we permitted to update our pool of qualified resources?
A6	Submitted CVs shall remain valid throughout the bid validity period. During the term of the Framework Agreement, resource replacement or updates shall be subject to the provisions of the Framework Agreement and prior approval by the Ministry, ensuring that replacement resources meet or exceed the qualifications of the originally approved resources.
Q7	To enable appropriate corporate resource allocation planning during this framework, can the Ministry provide an estimated volume or pipeline of BPR projects/SOW call-offs anticipated specifically for Year 1?
A7	The Ministry cannot guarantee or commit to a specific volume of assignments, projects, or call-offs during Year 1 or throughout the Framework Agreement period. Assignments will be issued based on actual business needs and available budgets.
Q8	Does the consulting scope for individual assignments conclude upon the final delivery of the technical RFP/BRD documentation, or does it include ongoing implementation supervision of the selected IT vendors?
A8	The scope of each assignment will be defined in the relevant Statement of Work (SOW). Unless otherwise specified in the SOW, consulting services generally conclude upon acceptance of the agreed deliverables. Any implementation support or supervision activities, if required, will be explicitly defined within the corresponding assignment.
Q9	Does the 'Future Operational Target Model' design require full organizational restructuring (such as HR capacity modeling and departmental structural changes), or is it strictly limited to operational processes and procedural mapping?
A9	The Future Operational Target Model may include organizational, governance, operational, and process-related recommendations where required by the assignment objectives. The exact scope will be defined within the applicable Statement of Work.
Q10	Will the Ministry provide standardized templates for project deliverables (such as BRDs, Gap Analysis reports, RACI matrices, and KPI Frameworks) post-award, or are bidders expected to utilize their own methodologies?
A10	Please note that MoDEE has its own templates and standards for SOPs, Gap Analysis reports, and certain project deliverables. These will be provided to the selected

	bidder(s) as applicable. For all other deliverables, bidders are free to use their own templates and methodologies, subject to Ministry approval and compliance with assignment requirements.
Q11	What are the mandatory language requirements for the official project deliverables (Reports, BRDs, and RFPs)—will they be required in Arabic, English, or as dual-language submissions?
A11	Reports and BRDs in Arabic, RFP in English
Q12	Could you please share the editable version (in Word format) of the required forms that should be filled out and submitted along with the bidder's response?
A12	لا يمكن تزويدكم بها
Q13	نرجو التأكيد على آلية التقديم، وهل سيتم تقديم العرض يدوياً من خلال وحدة العطاءات والمشتريات في وزارة الاقتصاد الرقمي والريادة، وليس من خلال نظام المشتريات الإلكتروني، مع الاكتفاء بمتابعة نظام JONEPS للحصول على أي ملاحق أو توضيحات قد تصدر على العطاء؟
A13	تقديم العروض لهذه الاتفاقية الاطارية هو فقط ورقياً وتسلم لوحدة العطاءات والمشتريات في الوزارة مكتب رقم 325. الملاحق ستصدر وتنتشر على موقع الوزارة/ صفحة العطاءات فقط.
Q14	فيما يخص السير الذاتية والشهادات، هل المطلوب في هذه المرحلة إرفاق السير الذاتية، أم يكفي تقديم تعهد بتوفيرها خلال مرحلة التنفيذ؟
A14	يجب تقديم سيرة ذاتية واحدة لكل نوع من الموارد البشرية المطلوبة
Q15	ما هي آلية توزيع أو إحالة المشاريع المستقبلية بين الشركات المؤهلة ضمن الاتفاقية الإطارية؟ وهل يوجد حد أقصى لعدد المشاريع التي يمكن إحالتها إلى شركة واحدة خلال مدة الاتفاقية؟
A15	سيتم دعوة الشركات المؤهلة فقط لتقديم عروضها وستتم الإحالة على الأخص المطابق لا يوجد عدد محدد لعدد المشاريع لكل شركة حالياً شريطة توفير كوادر بشرية منفصلة لكل مشروع. وللوزارة الحق في تحديد عدد المشاريع لكل شركة خلال فترة الاتفاقية الإطارية بناءً على عدة عوامل (منها: أداء الشركة، عدد الشركات المؤهلة، عدد المشاريع المطروحة).
Q16	فيما يخص مخرجات المشاريع المستقبلية مثل As-Is / To-Be، وتقارير الفجوات، وتوثيق ARIS، والتوصيات، ووثيقة متطلبات الأعمال BRD، هل المطلوب في هذه المرحلة تقديم منهجية عامة لتنفيذ هذه المخرجات فقط، أم يجب تقديم نماذج أو عينات سابقة من مخرجات مشابهة ضمن العرض الفني؟
A16	تقديم نماذج أو عينات سابقة من مخرجات مشابهة ضمن العرض الفني
Q17	نرجو التأكيد أن لغة العرض الفني والمرفقات هي اللغة العربية؟
A17	يمكن تقديم العرض باللغة العربية أو الانجليزية
Q18	فيما يخص متطلبات توثيق ونمذجة الإجراءات باستخدام ARIS، نرجو التوضيح ما إذا كانت الوزارة ستوفر تراخيص ARIS، وصلاحيات الدخول، والقوالب/filters المعتمدة في الوزارة عند تنفيذ نطاقات العمل، أم أن ذلك يقع ضمن مسؤولية الشركة المؤهلة.
A18	ستوفر الوزارة الرخص وصلاحيات الدخول للمناقص الفائز
Q19	Compliance with all MoDEE standards, methodologies, templates, and components provided "in the compliance sheet in Annex (5.1). These standards and components shall govern and".control project implementation and deliverables during the implementation phase Should we add this Part in the commitment Letter? Or what is the required deliverable in this phase?
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Q20	ANNEX 5.2: CONFIDENTIALITY UNDERTAKING

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