MODEE RFP (92/eGovt/2024)

DIGITAL TRANSFORMATION PROJECT FOR

GAS APPLICATION

No	Question
Q1	Registration and User profile : We categorize users into three different types: 　　1- User User they are all individuals, no companies. Please confirm.
A1	The winning bidder is responsible for covering all recipient types as mentioned in the RFP.
Q2	Registration and User profile : We categorize users into three different types: 6- Government entities users What is the role of government entity users?
A2	Government entities users will likely have roles aligned with oversight, regulatory activities, or system integration tasks given their inclusion. These roles may involve: - Monitoring and managing regulatory compliance. - Accessing system analytics and reports for governance purposes. - Interfacing with the application and portal for administrative and operational oversight. The winning bidder is expected to gather detailed requirements, including roles for all user types, during the requirement-gathering phase.
Q3	The solution must integrate with the Government Service Bus (GSB) API Gateway, utilizing IBM API Connect, to ensure secure and efficient communication between the Gas Cylinder system and other government services, adhering to established standards and protocols for data exchange What are the government-shared services the application should integrated with?
A3	The government-shared services that the application must integrate with include: 1. **Government Service Bus (GSB) API Gateway**: Utilizing IBM API Connect to ensure secure and efficient communication between the Gas Cylinder system and other government services, adhering to established standards and protocols for data exchange. 2. **National SMS Gateway**: For sending notifications such as transaction status, completion updates, and delivery location details to users. Additionally, the document mentions integration with other potential stakeholders and government entities during the requirements gathering phase. The winning bidder is responsible for building APIs to support these integrations as needed.
Q4	Stakeholders: 1. Civil Social and Passport Department (CSPD). 　2. Civil Defense Directorate. 3. EMRC. 4. MEMR. 5.وكالات الغاز في الاردن What is the purpose for each integration?

A4	Will be determined later through the business gathering phase.
Q5	There is no payment involved; please confirm.
A5	Confirmed.
Q6	How can the agent update the system with his current number of available cylinders?
A6	The agent can update the system with the current number of available cylinders through a designated interface within the application or system.
Q7	The duration time for implementing this project is (60 calendar days) Can the timeframe be extended to 90 day?
A7	Yes, there is no objection to extending the timeframe to 90 days.
Q8	The following are training types: • End user training • Training on the selected technology • System Administrators o Stakeholder training • E-Government Contact Centre representatives Please mention the number of trainees.
A8	Please note that the number of trainees is as follows: • End user training (50) • Training on the selected technology (5) • System Administrators (3) • Stakeholder training (10) • E-Government Contact Centre representatives (2)