

**Request for Proposal to  
Tender No. (83/eGovt/2024)**

**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

<b>Q1</b>	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”
<b>A1</b>	The question is not clear since Page 9 is about project management.
<b>Q2</b>	Is there any existing reference documentation for the Current State today? Can you provide a list of all the processes in scope?
<b>A2</b>	Refer to annex 4.7 for the list of services in the SOW.
<b>Q3</b>	Can the deadline be extended to December 31 <sup>st</sup> ?
<b>A3</b>	Please stick to the current deadline
<b>Q4</b>	Which departments will be involved in or affected by Project?
<b>A4</b>	All organizational units related to the procedures in the SOW will be involved, thus the winning bidder responsibility is to determine the responsibility of each organizational unit during As-Is and To-Be documentation
<b>Q5</b>	<b>How many users are expected to interact with the system or process within the scope?</b>
<b>A5</b>	The scope of work For this RFP is a consultancy study of the current procedures, whether they are implemented through electronic systems or manually then analyze all point of improvement that can be utilize through design of To-Be future scenario for the procedures that aligns with the aspirations and requirements of the Ministry of Investment. So the # of user of your suggestion To-Be scenario will be estimated during the project
<b>Q6</b>	<b>How many physical locations will this project cover?</b>
<b>A6</b>	Mainly it will be the Ministry of Investment building, and if needed the location of their stakeholders that involved in provide the services listed in annex 4.8.
<b>Q7</b>	<b>Are there any unique requirements based on specific locations (e.g., regulations, connectivity)?</b>
<b>A7</b>	The question is not clear.
<b>Q8</b>	<b>What existing systems or platforms are currently used, and how are they interconnected?</b>
<b>A8</b>	This is the winning bidder responsibility during analyzing the As-Is situation

Q9	<b>Are there any planned or ongoing upgrades or changes to these systems?</b>
A9	The question is not clear.
Q10	<b>What key processes will the project affect or aim to improve?</b>
A10	All the services in SOW should be improved.
Q11	<b>Are there defined KPIs or metrics currently used to evaluate these processes?</b>
A11	<ul style="list-style-type: none"> <li>Refer to 2.1.1 winning bidder activities (Identify a set of valid key performance indicators KPIs for the current processes and determine the way of measurement, these KPIs should be measured for the As-Is and estimated for the processes after the reengineering).</li> </ul>
Q12	<b>How many processes are in the scope?</b>
A12	Refer to annex 4.7 for the list of services in the SOW.
Q13	<b>How many systems/ solutions are in the scope of the study?</b>
A13	The question is not clear.
Q14	<b>We request you to kindly extend the submission date to 28 Dec 2024</b>
A14	Please stick to the current deadline