

OPEN OUTSOURCING FRAMEWORK AGREEMENT

Tender No. (57eGovt2021)

Q1	Man-day rates provided for the requested resources will be subject to evaluation and approval and MODEE has the right to reject all financial proposals and to request the needed resources again Not clear, the rejection on the proposal evaluation or on the assignment request phase
A1	On the assignment request phase
Q2	Winning bidders selected to provide the resources should avail the required resources within 3 working days after receiving the confirmation from MODEE side. 3 working days is a very short period, if MODEE insist to keep the 3 days, MODEE should specify in each request the targeted start/end dates of the assignment so companies don't offer resources available in more than 3 days.
A2	Indicative timelines and resource requirements will be shared in the assignment request (purchase order) in order for companies to be able to decide their willingness to participate or not in the assignment and to send the required CVs and financial proposal
Q3	The delay that will be subject to penalties do not include the reasons out of winning bidders control Need to be more specific, is the resource resignation considered as an out of control reason for example?
A3	No. In case of resources resignation the winning bidder shall provide a replacement immediately
Q4	If the winning bidder resources failed to finalize the requested tasks within the specified time, a delay penalty will be paid by the winning bidder/s for each day: penalty = ((total amount of the request/duration))*5), maximum penalty is 15% of the total amount of the request (purchase order) The resource is supervised by MODEE. It's very hard to specify the reasons of delay whether the resource or other factors such as requirements ambiguity, dependencies on other parties, ...
A4	Reasons of delay will be determined and discussed with all parties before any decision taken
Q5	Assigned resources staff must utilize their own laptops, abiding with the internal regulations and policy defined at MODEE or related entity Required specs should be available from now. Also, knowing that employees might work at MODEE or a governmental entity, joining the laptops to internal network might require certain activities and could affect some applications on the laptop. Will MODEE manage joining the laptops to the internal network? And is the period of setting up the needed software/activities considered part of the time of the task itself?
A5	MODEE will manage joining the laptops to the internal network the period of setting up the needed software/activities will not be considered part of the time of the task itself
Q6	The type of contract will be a fixed lump sum price contract including costs of all expenses incurred. Not applicable as man-days count are not defined at the signing contract stage
A6	This applies on phase 2 , the implementation phase
Q7	The winning bidder is required to submit a performance bond (the value and timing will be decided for each assignment separately) Very hard to implement as the resources are required immediately. Suggest limit the bonds for the assignment with more than 30 days duration

A7	Approved Performance bonds will be for the assignments 30 calendar days duration or more.
Q8	What is the payment terms?
A8	Will be determined per each task request / purchasing order
Q9	Is there a possibility for the resources to work remotely? Is it necessary all resources to be located in Jordan? Shall travel & accommodation fees be included in man-day rates?
A9	Resources shall be located in Jordan during assignment implementation
Q10	Do we have the option to exclude/ not participate in certain engagement requested by MoDEE (ex. Conflict of interest of the resource or KPMG to the assignment...etc.)
A10	Yes the company has the option not to participate
Q11	What is the respond period allowed for the suppliers to submit their response to an assignment?
A11	Will be determined per each assignment
Q12	What are the anticipated digital transformation projects to be implemented within the 2 years and their expected duration for each?
A12	The project aims at availing qualified resources of different skills for successful implementation of different projects and tasks that are aligned with digital transformation plans in Jordan for a period of 2 years. Such resources will work on different activities and tasks related to the implementation of digital transformation projects and will be determined by MODEE during implementation phase.
Q13	Are the pool of resources identified during submission of phase 1 by name or by qualification / experience?
A13	During phase 1 , the company must provide all available CVs by name (minimum 1 CV) -from company current employees- related to the implementation of each group
Q14	“Winning bidders selected to provide the resources should avail the required resources within 3 working days after receiving the confirmation from MODEE side. “ From a planning perspective, will indicative timelines and resource requirements be shared earlier than 3 days? (mobilization period)
A14	Indicative timelines and resource requirements will be shared in the assignment request (purchase order) in order for companies to be able to decide their willingness to participate in the assignment and to send the required CVS and financial proposal
Q15	Is there a language requirement for the resources?
A15	For any position required direct contact with any governmental employee, he/she must be a native Arabic speaker
Q16	Is the inflation rate and man-day rates increase taken into consideration and can the rates be amended during the agreement period?
A16	Man day rates are specified for each assignment not for the whole agreement duration
Q17	Who specifies the duration of the assignment implemented in phase 2? And who leads the implementation and managing of resources especially when the team consists of resources from different companies?
A17	Modee will specify the duration of the assignment

	Management the implementation will be determined per assignment either to be managed by modee team or a project management resources shall be requested to manage the assignment
Q18	Is it possible for any new provider to sign a framework agreement with MoDEE at later time during the two-year interval (after phase 1 ends)?
A18	any company interested to participate in the frame work agreement during the 2 years duration after phase 1 ends shall submit a request and it will be studied and evaluated according to terms and procedures mentioned in the RFP, the framework agreement and the government Procurement By-Law No28 of 2019 and its Instructions
Q19	Is it possible to clarify when time and materials is applied? When is the fixed lump sum is applied and what is the process of lump-sum?
A19	Financial proposals for each purchase order need to be submitted as fixed lump sum ,but costed in details per man-days