

Continuing Professional Development (CPD), Health Vocational Licensing and Relicensing Platform **Tender No. (51eGov2022)**

Q1	Since there are a lot of parties involved in this RFP, if any party is not ready due to any reason such as there is no data or website or any other reason from their side which eventually will effects the project delivery. How is this situation going to be dealt with since delay in this case is not from the bidder side?
A1	<i>If any party does not have data, it is the winning bidder responsibility to determine the best way of integration during the requirements gathering phase as mentioned in section 2.1 in RFP; otherwise, the winning bidder should develop any required APIs (Provider or consumer) as mentioned in RFP page 14, any delays outside of the winning bidders responsibilities will be dealt with according to article no. (٣- ٧) in the Arabic agreement.</i>
Q2	Will MODEE / MOH Oblige all the stakeholders & all participant parties to share the needed information/data from their side? This will have severe effects on the project.
A2	<i>Yes, for governmental data only.</i>
Q3	Are all involved parties have their API catalog ready?
A3	<i>The API catalog is available for the ready APIs, any API that is not ready it is the winning bidder responsibility to build it</i>
Q4	Are all involved parties willing to share their API catalog?
A4	<i>The API catalog is available for the ready APIs, any API that is not ready it is the winning bidder responsibility to build it</i>
Q5	Since the RFP contains high-level requirements, what will happen if Requirements Gathering Phase showed that there is a lot of work to do which will exceed the project time frame?
A5	<i>The RFP contains detailed requirements, however if there are additional requirements appeared during the Data Gathering Phase, it will be agreed on with the project manager later, any delays outside of the winning bidders responsibilities will be dealt with according to article no. (٣- ٧) in the Arabic agreement.</i>
Q6	In the RFP you mentioned the required project staff & their qualifications. Is it possible to add team members for the none mentioned tasks such as: A. Project Coordinator: a project with this size needs a Coordinator in addition to the project Manager. B. The documentation staff: to prepare needed documentation in both Arabic & English. As well as the user manual ... etc. C. The QA Team: I believe that 2 resources is not enough to conduct all needed testing.
A6	<i>Yes</i>

Q7	What is the expected number of users to be consider in performance test?
A7	<i>200,000 HCPs, noting that they are increasing by 30,000 yearly</i>
Q8	What type of performance test is required? Stress Testing, Spike Testing, Load Testing, Endurance Testing, Volume Testing, Scalability Testing, All?
A8	<i>Stress testing and load testing only</i>
Q9	<p>What are the processes targeted to be implemented under the “Core system for CPD operations “ Please provide more details about the operations for each role mentioned under that system:</p> <ul style="list-style-type: none"> • The CPD accreditor to accredit CPD activities. • The CPD providers to apply and announce for CPD activities • The NCPDC to perform their duties according to the CPD law
A9	<i>Please refer to Annex 5.1</i>
Q10	Does the CPD accreditor to accredit CPD activities includes include local and international activities?
A10	<i>Yes, noting that the local activities and provider should be approved by CPD accreditor.</i>
Q11	<p>In regards to the following RFP statement: “Issuing Health vocational licenses for the first time/ relicensing for 58 vocations, all of these services are currently provided in MOH headquarters only through LPHID.”</p> <ul style="list-style-type: none"> • Does this mean all approval will be centralized through the MOH? • Is there is any future plan to increase the 58 Vocations?
A11	<i>Currently the approval for issuing the health vocational licenses is centralized, and it might be decentralized in the future. The vocational licenses types might exceed 58 vocations.</i>
Q12	For the “Institutes and Companies” mentioned in the SERVICE RECIPIENTS & MAJOR STAKEHOLDERS, is this limited to local Institutes and Companies?
A12	<i>Any company registered or has branches registered in Jordan</i>
Q13	What services out of the 63 eServices listed in the RFP should be developed over SANAD Portal and Mobile? And what other services should be developed over MOH eService Portal?
A13	<i>All services should be developed on MOH portal, SANAD portal and mobile application.</i>
Q14	<p>Report Builder:</p> <ul style="list-style-type: none"> • How many users will be using the Report Builder for Viewing Reports?

	<ul style="list-style-type: none"> How many users will be using the Report Builder for Configuring Dynamic Reports?
A14	<i>All users can view reports, 10 users will use the report builder for configuring dynamic reports</i>
Q15	<p>Please provide the following system users details for sizing purposes:</p> <ul style="list-style-type: none"> What is the total Number of internal users (MOH Users) will be using the system? What is the total Number of external users (Service Beneficiaries) will be using the system?
A15	<i>200 internal users in total</i> <i>200,000 external users, noting that they are increasing by 30,000 yearly</i>
Q16	<p>In regards to the following RFP statement: “Meanwhile, for non-individuals, the winning bidder is requested to propose a registration module for corporations and societies. Once the registration module for non-individuals is ready on SANAD then the winning bidder is requested to integrate with.”</p> <ul style="list-style-type: none"> What will happen to the users registered on the application before SANAD module is ready do we need to send it to SANAD? Passwords can’t be decrypted later on, so what is the process here?
A16	<i>No need to send user account to SANAD but the winning bidder is responsible to map with non-individual SANAD user account once ready.</i>
Q17	<p>In regards to the following RFP statement: “In order to develop and launch these e-Services, the winning bidder is required to perform the activities mentioned below, noting that the winning bidder must utilize the existing frontend and backend systems or developing the new services and components in scope of work on same environments to reach one unified system at the end of the project including all services in the scope.”</p> <ul style="list-style-type: none"> What is the existing frontend and backend systems? What is meant by developing the new services and components in scope of work on same environments? Is it expected by the bidder to follow existing technology used?
A17	<i>The SANAD mobile application is flutter.</i> <i>The SANAD portal application is react native.</i> <i>The frontend form MOH portal is not specified yet</i>
Q18	<p>In regards to the following RFP statement: “The winning bidder shall integrate the e-service with the existing MoH archiving system (efiles).”</p> <ul style="list-style-type: none"> We assume that all needed APIs from the archiving systems should be provided by MODEE/MOH, please confirm.

A18	<i>Confirmed</i>
Q19	The system implementation mentioned to be based on agile methodology while for the deliverables the winning bidder should deliver a detailed SRS, when MoDEE expect the winner to deliver the SRS?
A19	<i>Before the final testing session before launching</i>
Q20	<ul style="list-style-type: none"> • The bidder must provide educational videos (for services recipients), the duration for the videos must be within 2– 3 minutes with Arabic professional narration services for providing dialogue and narration. • The final educational video; will be used on YouTube, Social media channels, websites and as seems appropriate. <p>What are the requested educational videos type? for example is it Screencast Videos (step-by-step) or animations?</p>
A20	<i>Animations</i>
Q21	<p>The “Financial Proposal Response Format” refers to item “Integration with POS (Optional)” while we couldn’t find any requirements in the RFP for the integration with POS.</p> <p>Please confirm that we should price this item, in such case, please provide the requirements for the integration with POS.</p>
A21	<i>The winning bidder is asked to price this item separately with the standard POS available in Jordan</i>
Q22	The “Financial Proposal Response Format” refers to optional items. Shall we include these optional items in the Lump Sum? Or to be quoted separately?
A22	<i>Quoted separately</i>
Q23	<p>Is there any data migration from legacy systems in the scope? if yes, please provide the following details:</p> <ul style="list-style-type: none"> • How many data source we will be targeting for data migration? • What data to be migrated from legacy system? • What is the number of Databases/schemas to be migrated? • What is the Database type and version for each system
A23	<i>2 data sources (oracle, MySQL, SQL server), and it is the winning bidder responsibility to determine the needed data to migrate during the data gathering phase and based on the design.</i>
Q24	Are Human resources from respective entities (NCPDC, Health Councils etc.) also onboarded as users on proposed CPD re-licensing solution?
A24	<i>They may have access as well as internal users</i>
Q25	Would the procedures or workflows for HCP requesting different types of vocational licenses from different health councils be the same or different? If those are different, please clarify what would be the primary differences at a broad level.

A25	<i>Please refer to Annex 5.1</i>
Q26	As mentioned in BRD, HCPs will submit the request for new license through ministry's website or e-government portal. Is there any already defined proposal for how this integration is supposed to happen? Are we expecting single sign on authentication for HCPs for smooth cross platform transitions?
A26	<i>Please refer to RFP page 11</i>
Q27	What are the partner agencies involved in the new license request process? And what involvement does the proposed CPD re-licensing system have with these partner agencies? If there is any involvement and any integration is expected with them, we need to know how many partner agencies we are talking about and what piece of information is supposed to flow from these agencies to the proposed CPD re-licensing platform?
A27	<i>Please refer to section 2.1 and annex 5.19 for more details on the partner agencies</i>
Q28	Will MOI also be the user of the proposed CPD re-licensing platform? If yes, please brief us about what role they would be performing across the workflows mentioned in the BRD. If not, then we may require API integration with MOI services platform.
A28	<i>The MOI is one of the system users, but MOI is stakeholder that must be integrated with as mentioned in section 2.1 and annex 5.19</i>
Q29	How are examinations being conducted for new licenses? What entity (external/internal) is responsible for conducting the exams? Are those entities supposed to be part of (users) the proposed re-licensing platform? Please brief us about the associated workflow. Also, is the payment gateway expected in the proposed re-licensing solution or will the entity conducting the exams be managing the payment part outside the scope of proposed solution?
A29	<i>The platform will not cover the exam itself, it will cover the accredited hours only, the payments done through the platform will be for the governmental fees only</i>
Q30	As CPD provider authorized person will be provided access to proposed CPD re-licensing platform, is there any further integration expected with any of CPD Provider systems? If yes, what would be the primary objective for such integration?
A30	<i>Please refer to section 2.1 and annex 5.19 for needed stakeholder integration</i>
Q31	Are there any further post-processing functionalities expected for the HCP re-licensing requests which were rejected by council, NCPDC or LPHID?
A31	<i>The relicensing is MoH responsibility, and the HCP whose request had been rejected shall complete the relicensing requirements and reapply.</i>
Q32	What is CPD postponed process establishing on the ground? What are the post-operations/workflow for such requests?

A32	<i>Please refer to Annex 5.1 for more details</i>
Q33	What data analytics solution is expected and for what kind of anomalies? Please explain the end objective for this requirement.
A33	<i>No specified data analytics solution is expected, the objective for this solution is for quality check and to support the decision makers</i>
Q34	How are international CPD courses different than CPD activities? Who manages them? Our current understanding is that any course or activity execution is beyond the scope of the proposed re-licensing platform, only the respective metadata inclusive of course/activity description, reports, attendance etc. are managed through the proposed platform.
A34	<i>All local CPD activity providers shall provide all activities data, while the HCP shall provide the needed data for the international CPD courses.</i>
Q35	Is interactive GUI (Graphical User Interface) based administrative functionality required to add/remove users and manage respective roles to access the platform? Please mention if there are any other sub-functionalities required for administrative function.
A35	<i>It is the winning bidder responsibility to define all administrative functionalities during the data-gathering phase, taking into consideration that the power user shall have full dynamic functionalities to manage and operate the system</i>
Q36	Will Identity provider services be provided as part of GCP infrastructure which can be integrated to proposed CPD re-licensing solution? Or are we supposed to develop in-app identity management functionality? If existing service will be provided, please provide high level details about the service.
A36	<i>Winning bidder is requested to use IDM Authentication mechanism for individuals, which needs user activation to be authenticated. (Please refer to Page 11 on RFP)</i>
Q37	What is the onboarding process (onboarding request initiation source, respective workflows etc.) for various stakeholders including (Health Councils, NCPDC, LPHID etc.)?
A37	<i>It is the winning bidder responsibility to recommend the best onboarding process for the various stakeholder</i>
Q38	As mentioned, a mobile application would be required for HCPs to access the proposed CPD re-licensing platform. Will that be a standalone mobile application, or will it be deeply integrated within existing SANAD mobile application?
A38	<i>Within SANAD mobile application</i>
Q39	Is mobile application needed for the stakeholders other than HCP (CPD Providers, MOH Authorities, health Councils etc.)?
A39	<i>No</i>
Q40	Is there any data migration expected from the existing licensing or re-licensing system (online or offline)? If yes, please provide relevant high-level details.

A40	<i>Please refer to question number 24</i>
Q41	Any preferred SLAs in terms of ongoing support (with respect to system uptime, turnaround time for ticket support etc.)?
A41	<i>Please refer to Annex 5.14</i>
Q42	Is it safe to assume the number of HCPs will not be more than ~200,000 currently and soon? If a bigger number is expected, then what would be the expected growth over the next 5 years? This number will have implication on the hardware procurement cost for the solution and hence tweak this number to make it as accurate as possible for optimized hardware resources.
A42	<i>Please refer to question number 8</i>
Q43	What is the expected number of “concurrent” platform users across all stakeholder entities except HCPs? Can we assume ~ 150-200?
A43	<i>200 internal users in total</i>
Q44	Can you please share a reference to the standard tools approved by the authority for the design phase (if any)?
A44	<i>Question is not clear</i>
Q45	<p>Can you elaborate on what kind of functionalities admins of the system would need over and above standard admin functionalities? For e.g.</p> <ul style="list-style-type: none"> • Adding a new training center accreditation request / adding a training program accreditation request • Announce the reception of applications, specify the necessary dates, open and close the possibility of submission, as well as track applications and issue the necessary report for each application • It includes designing and allocating an independent space for managing and adding digital content (audio, visual, and readable), sharing publications and journals, and enabling linking with libraries and scientific journals as needed, with the ability to link it with user preferences in addition to the search feature
A45	<i>Refer to question number 37</i>
Q46	<p>Can you confirm the specifications of digital content the platform will support?</p> <ul style="list-style-type: none"> • Audio, video, text • SCORM compliant packages for courses
A46	<i>Yes</i>
Q47	Can you elaborate on reporting functionalities the platform will need? For e.g.:

	<ul style="list-style-type: none"> Integrated report panel (dashboard) to allow access and decision holders to find out any time period, and to display (accurate numbers and details) of the platform activities (KPIs) Ability to create technical reports- evaluating programs, trainers- financial reports- issuing certificates
A47	<i>Different types and aggregations of reports on the collected data are requested, and those reports will be agreed on during the data gathering phase.</i>
Q48	<p>Can you elaborate more on specific features in the user journey that are required? For e.g:</p> <ul style="list-style-type: none"> Having personalized learning paths based on learner levels The possibility of the trainees to participate in the virtual halls whenever the need arises, including support for several educational and recognized web tools, including full integration options for registering participants and tracking the attendance of training activities The possibility of dividing the trainees into small groups according to the requirements of the training activity
A48	<i>The training activities is out of this platform scope</i>
Q49	Execution of HCP accreditation activities is done outside the scope of the proposed CPD re-licensing solution. All these activities are facilitated by CPD providers through their own software and equipment's at their venues.
A49	<i>Confirmed</i>
Q50	CPD Provider Accreditation review meetings by committee members will hold outside the proposed CPD relicensing system, however the decisions & respective votes from committee members are captured into proposed CPD re-licensing system as mentioned in the respective workflows.
A50	<i>Confirmed.</i>
Q51	The CPD re-licensing platform is to be developed only for the HCPs practicing in Jordan
A51	<i>No, all HCPs holding Jordanian health license can apply for the re-licensing even if they are practicing outside Jordan</i>
Q52	The hardware for hosting the proposed re-licensing platform will be provided by MoDEE. Necessary IT support and required infrastructure elements will also be provided on GPC through MoDEE only
A52	<i>Please refer to RFP section 3.2</i>
Q53	MoDEE will provide necessary service agreements/ subscriptions to use government administered/recommended third party services & frameworks including GSB, eFAWATEERcom, eGovernment Contact Center, Payment Gateways, Identity management services etc. which are to be utilized during the development and hosting.
A53	<i>Confirmed</i>

Q54	IN RFP these are 20 stakeholders need to fetching data to the vocational licensing, Are all stakeholders have a ready API or any integration method for example integration with database? Could you provide list of stakeholders with systems & API availability and status?
A54	<i>Please refer to section 2.1 and annex 5.19 for needed stakeholder integration</i>
Q55	In case there one or more stakeholder does not have API or even a system is it possible to provide the stake holder with a screen from our proposed system to make actions during the process with user name and password in order to be filled by stakeholder focal point?
A55	<i>If any party does not have data, it is the winning bidder responsibility to determine the best way of integration during the requirements gathering phase as mentioned in section 2.1 in RFP; otherwise, the winning bidder should develop any required APIs (Provider or consumer) as mentioned in RFP page 14.</i>
Q56	Are all services that needs to be automated is documented
A56	<i>Yes.</i>
Q57	What is the current situation (solution) or how beneficiaries get the services is it paper work or system.
A57	<i>Both.</i>
Q58	If yes, how are the services implemented currently in MOH?
A58	<i>There is a system for entering data related to issuing health licenses.</i>
Q59	How the legal laws will effect on process or how to it will change the processes?
A59	<i>The winning bidder shall study all the laws related to the services during the data-gathering phase since they include business rules and needed validations.</i>
Q60	Is there a ready SDK and environment to develop on Sanad Mobile APP and Sanad Portal?
A60	<i>The needed environment and branches will be provided to the winning bidder</i>
Q61	“Courier integration” can you elaborate what is needed from our side is it only integration do we need to do integration in this phase or just to confirm that our system is ready to integrate in future
A61	<i>Yes, the winning bidder should integrate with the courier</i>
Q62	Is there an old data planned to be migrated to the new system? If yes where and what type of data or database that needs to be migrated
A62	<i>Please refer to question number 24</i>

Q63	In page 38 Experience in implementing, installation and configuring a continuing education platform the solution is in the RFP is related to MOH e-services can you elaborate more why we need experience in educational platforms
A63	<i>To make sure the winning bidder has deep understanding of the CPD process which is based on the continuing education.</i>
Q64	What are the payment terms of this project
A64	<i>Kindly refer to Annex 5.8</i>
Q65	Can we submit شيك مصدق instead of bound
A65	<i>Yes</i>
Q66	Solution Source Code if we are working on platform is it acceptable to provide the customized source code only.
A66	<i>We need source code running for all required services</i>
Q67	Is it possible to have down payment upon delivering project documents (project plan, resources plan, etc...)
A67	<i>No</i>
Q68	Connect to different Data Sources
A68	<i>Question is not clear</i>
Q69	In reports build What is the expected data sources? SQL ,MySQL ,Oracle ,excel and kindly list if there is more
A69	<i>It depends on the winning bidder proposed solution</i>
Q70	What is the expected concurrent users on the system?
A70	<i>Please refer to question number 8</i>
Q71	Regarding the core system for CPD operations; please provide us with more information
A71	<i>Kindly refer to Annex 5.1</i>
Q72	It was mentioned that the winning bidder shall integrate with the e-service with the existing MoH archiving system (e-files). Please advise if the needed APIs will be provided by MoDEE
A72	<i>Please refer to question number 19</i>
Q73	Will the winning bidder be responsible to build the requested services on SANAD application? Or provide APIs for the built services. Please advise

A73	<i>Yes, the winning bidder is responsible to build the requested services APIs and use them to build the services on MoH platform, SANAD platform and application</i>
Q74	What is the size of Data Migration? Are there any data cleansing duties? Please advise
A74	<i>There is no need for data cleansing, the current records available is about 208,000 record.</i>
Q75	The project implementation duration will be 14 months, please confirm
A75e	<i>Confirm, 14 months from the commencement date.</i>
Q76	Will the needed APIs documentation will be provided for the winning bidder, please confirm?
A76	<i>The API catalog is available for the ready APIs, any API that is not ready it is the winning bidder responsibility to build it</i>
Q77	Please confirm if there is walk in for the services requested to be implemented, if yes, where will it be provided.
A77	<i>As mentioned in RFP there will be an option for walk-in services, currently they are centralized and might be decentralized in the future.</i>
Q78	The tender documents shared over MoDEE website has only annexes from 1 to 14, please provide us with the rest of annexes in case there are any
A78	<i>All RFP Annexes will be provided to the bidders after purchasing.</i>
Q79	Is it possible to amend the project duration to have it implemented over 18 months? Please confirm
A79	<i>No</i>