

السادة المناقصين المشاركين

الاتفاقية الاطارية المفتوحة رقم (17/ح ك/2026) الخاصة بتقديم خدمة الفحوصات الأداء للخدمات الحكومية

الموضوع: ملحق العطاء رقم (1)

- يتضمن 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 وتضمينه مع وثائق العطاء التي سيتم تسليمها ضمن العرض المقدم.

الاستفسارات الواردة من المناقصين مع الردود عليها:

Q1	What is the maximum number of services expected per Work Order?
A1	Around 120 service , The number of services per Work Order will be defined individually in the corresponding SOW.
Q2	Will each Work Order clearly specify which test types are required (Performance, Load, Stress), or should all three be performed by default?
A2	Yes. Each Work Order/SOW will specify the required test type(s).
Q3	What are the acceptance criteria for each Work Order, and will they be defined individually within each issued SOW?
A3	Acceptance criteria will be defined in each issued SOW based on the project requirements.
Q4	What performance metrics and measurements are expected to be collected and reported for each testing type (Performance, Load, and Stress Testing), and what are the corresponding acceptance criteria or threshold values for each metric?
A4	response time, throughput, transactions per second, CPU utilization, memory utilization, network utilization, error rate, concurrent users, etc. also Please check Section 3.3.3 of the RFP, Specific thresholds and acceptance criteria will be defined per Work Order/SOW.
Q5	What is the maximum number of parallel Work Orders expected?
A5	No maximum number is guaranteed, Work Orders will be issued according to MoDEE needs and project availability.
Q6	Within the financial compliance sheet, the unit price 250 JD is for each eservice within the WO, correct?
A6	No its for the work order regardless of the number of services included within it
Q7	The fee for every additional testing round is 150 JD, correct?
A7	Yes, each re-test round is priced at 150 JD per testing type as specified in Annex 5.3.
Q8	“The performance Load & stress assessment will be developed based in International Standards”, What is the Standard that MoDEE apply?
A8	The bidder may apply internationally recognized performance testing standards and best practices. The methodology shall be clearly documented in the delivered report.
Q9	For mobile applications, please specify the test scope.
A9	The scope includes performance, load, and stress testing of mobile application functionalities, APIs, and user journeys as specified in the relevant Work Order/SOW.
Q10	Will the vendor have remote access to monitor the resource during the test time?
A10	Required access and monitoring arrangements will be determined and coordinated for each Work Order based on the target environment.
Q11	Will MoDEE provide the methodology and scoring criteria used to determine the final readiness status (Green, Orange, Red)?
A11	The reporting format and readiness assessment methodology shall be provided by the bidder, MoDEE reserves the right to review and request any modifications necessary to ensure alignment with the best practices and MoDEE requirements.
Q12	On page 6, is the 18-hour response time considered as working hours, equivalent to approximately 2.5 working days?
A12	No its measured in calendar hours, not business hours

Q13	Could you please share the editable versions (Word format) of the required forms to be filled out and submitted with the bidder's response?
A13	Not Allowed.

