



وزارة الاقتصاد الرقمي والريادة

2026/6306
2026/07/07

الرقم المتسلسل:
التاريخ:

السادة المناقصين المشاركين في دعوة العطاء الخاص بمشروع إعادة هندسة الإجراءات للمؤسسة العامة للضمان الاجتماعي

الموضوع: ملحق العطاء رقم (25/ح ك/
(2026) رقم (1)

تحية طيبة وبعد،،،

- يتضمن هذا الملحق قسمين رئيسيين: القسم الأول الاستفسارات الواردة من المناقصين وردود صاحب العمل عليها، القسم الثاني التعديلات على وثيقة العطاء.
- 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.

وتفضلوا بقبول فائق المحبة والاحترام،،،

سميرة محمد الزعبي
2026-7-7

أمين عام وزارة الاقتصاد الرقمي والريادة للشؤون الادارية والمالية



المرفقات

القسم الأول: الاستفسارات الواردة من المناقصين مع الردود عليها:

Q1	Kindly confirm the final and approved list of in-scope procedures. Annex 4.7 lists 35 procedures; however, some procedures appear repeated at the end of the list.
A1	The number of procedures in scope is 35 procedures.
Q2	Kindly clarify the expected boundaries of the front-end scope, including whether all customer-facing steps before and after each procedure are included. The RFP states that the listed procedures are back-end and that related front-end steps must be studied.
A2	The front-end scope shall include all customer-facing steps before, during, and after each listed procedure across all applicable service channels, including walk-in and electronic channels. The related back-end activities shall also be reviewed to ensure that all handoffs, dependencies, and impacts on the customer journey are fully addressed.
Q3	Kindly confirm whether each procedure must have separate As-Is and To-Be models for both walk-in and e-mode, or whether one integrated model per procedure is acceptable where applicable. The RFP requires BPR for both walk-in and e-mode scenarios
A3	This issue will be discuss during the project implementation and subject to modee approval for each procedure.
Q4	Kindly clarify the required level of detail for ARIS documentation, including required model types, attributes, risks, roles, policies, regulations, forms, systems, KPIs, and controls. The RFP requires AS-IS and TO-BE documentation on ARIS using the MODEE filter and inclusion of detailed task information.
A4	The bidder shall document the organizational structure and business-process architecture of SSC on the ARIS platform using the MODEE filter and the ARIS Convention Manual. Documentation shall cover Levels 1 and 2 for the organizational architecture and Levels 1, 2, 3, and, where required, Level 4 for the selected procedures. All applicable attributes and linked objects shall be documented, including roles, organizational units, systems, forms, regulations, policies, risks, controls, KPIs, inputs, outputs, and detailed task information.
Q5	Kindly confirm the number of ARIS user accounts that will be provided to the winning bidder, access permissions, and whether access will be available remotely or only from SSC/MODEE premises. The RFP states that MODEE will provide the needed user/designer account.
A5	The number of ARIS accounts and permissions will determine as needed in the implementation. Yes , the access available remotely.
Q6	Kindly confirm whether Annex 4.9, the ARIS Convention Manual, is the only mandatory modelling standard, or whether additional MODEE modelling guidelines will be shared during project initiation. The RFP requires use of the Governmental BPM Platform and MODEE filter and refers to the ARIS Convention Manual.

Signed by
Ministry of Digital Economy
Signed on: 2026-07-07 10:32

A6	You may need other models than contained in the convention manual.
Q7	Kindly confirm whether the assignment requires visits to SSC branches or regional offices, or whether all data gathering will be conducted at SSC headquarters. The RFP requires work to be performed in SSC offices but does not specify whether this includes branches.
A7	All procedure and services must be studied in head office and site (branches).
Q8	Kindly clarify what existing documents will be made available to the winning bidder, such as SOPs, process catalogues, forms, policies, regulations, system screenshots, service cards, performance data, and previous improvement studies. The RFP refers to process catalogues, ARIS documentation, forms/templates, laws/regulations, and existing work procedures.
A8	SSC will provide the winning bidder with all mentioned and available documents.
Q9	Kindly confirm whether the bidder is expected to redesign forms, templates, and checklists fully, or only provide recommendations for improvement. The RFP requires recommendations for amendments/improvements to forms, templates, and checklists.
A9	The bidder is required to provide revised drafts of the relevant forms, templates, and checklists, clearly reflecting the proposed amendments and improvements. Providing recommendations only shall not be sufficient. The revised drafts shall be aligned with the approved To-Be processes and shall remain subject to SSC approval.
Q10	Kindly clarify the level of detail expected regarding integration with GSB, SGN, Digital Signature, Cloud, Smart Card, SMS Gateway, and NCC: conceptual requirements only, or detailed functional/integration requirements?. The To-Be e-mode scenarios must take into consideration available e-government shared services.
A10	The To-Be e-mode scenarios must take into consideration available e-government shared services, not mean the integration requirements.
Q11	Kindly clarify the expected duration, format, language, and certification requirements for ARIS training, and whether MODEE has a preferred accredited ARIS training provider. The RFP requires ARIS training by an accredited ARIS trainer for ten SSC employees and requires the bidder to provide logistics.
A11	The training shall cover at least the subject mentioned in RFP, it may take 5 days. The languages shall be in Arabic but material may be in English. There is no preferable training provider.
Q12	Kindly confirm the required EFQM training level/program to be delivered by the King Abdullah II Center for Excellence, including whether exam pass/resit fees should be included in the bidder's financial proposal. The RFP requires EFQM training for four employees, including exam submission cost.

A12	The bidder shall coordinate with the King Abdullah II Center for Excellence to deliver the appropriate EFQM training program for four employees. The exact training level and program shall be confirmed with the Center and approved by MODEE before delivery. The financial proposal shall include all related costs, including registration, training materials, examination, certification, and any required re-sit fees.
Q13	Kindly confirm the language requirement for each deliverable. The RFP states that deliverables should be in Arabic, while some project management deliverables are requested in both Arabic and English.
A13	As mentioned in RFP, deliverables should be in Arabic, while some project management deliverables are requested in both Arabic and English
Q14	ورد في وثيقة العطاء: The Bidder shall submit a (Tender Bond) proposal security on a form similar to the attached format in Jordanian Dinars for a flat sum of (1800 J.D) one Thousand and six hundred Jordanian Dinars (in a separate sealed envelope ارجو تأكيد قيمة الكفالة المطلوبة
A14	مبلغ كفالة دخول العطاء المطلوب هو ألف وثمانمائة دينار.

القسم الثاني: التعديلات على وثيقة العطاء

In section 2.1.4 Deliverables, add the following:

Group 4 (SSC):

- Document the organizational structure and business process architecture of SSC on ARIS platform.

In annex 4.5 Financial Proposal Response Format, use the following table for the total cost:

Services	Amount (JD)
Document the organizational structure and business process architecture of SSC on ARIS platform.	
Business Process Reengineering	
Project Management	
ARIS Training	
EFQM Training and certificate	
Total	

في اتفاقية مشروع إعادة هندسة الإجراءات للمؤسسة العامة للضمان الاجتماعي، يُعدل ملحق الاتفاقية رقم (1) الدفعات كالتالي:

بدلات الأتعاب: -

يدفع الفريق الأول للفريق الثاني بدلات الأتعاب وفقاً لما يلي:

1. يدفع الفريق الأول للفريق الثاني 5% من قيمة الاتفاقية عند استلام خطة عمل شاملة للمشروع، وسجل المخاطر، وخطة الاتصال والموافقة عليها من قبل الفريق الأول .
2. يدفع الفريق الأول للفريق الثاني 25% من قيمة الاتفاقية بعد أن يقوم الفريق الثاني بتسليم مخرجات المجموعة الأولى والثانية لـ 20 إجراء وما يتعلق بها من خدمات كما هو موضح في البند 2.1.4 من وثيقة العطاء والموافقة عليها من قبل الفريق الأول.
3. يدفع الفريق الأول للفريق الثاني 25% من قيمة الاتفاقية بعد أن يقوم الفريق الثاني بتسليم مخرجات المجموعة الأولى والثانية لـ 15 إجراء وما يتعلق بها من خدمات كما هو موضح في البند 2.1.4 من وثيقة العطاء والموافقة عليها من قبل الفريق الأول.
4. يدفع الفريق الأول للفريق الثاني 15% من قيمة الاتفاقية بعد أن يقوم الفريق الثاني بإجراء التدريب اللازم وتسليم مخرجات المجموعة الثالثة كما هو موضح في البند 2.1.4 من وثيقة العطاء والموافقة عليها من قبل الفريق الأول.
5. يدفع الفريق الأول للفريق الثاني 15% من قيمة الاتفاقية عند تسليم مخرجات المجموعة الرابعة Document the organizational structure and business process architecture of SSC) on ARIS platform).
6. يدفع الفريق الأول للفريق الثاني 15% (الدفعة الأخيرة) من قيمة الاتفاقية بعد تسليم الفريق الثاني لكافة وثائق المشروع وكافة الأعمال المشمولة بالاتفاقية واستلامها استلاماً نهائياً حسب الأصول.