Point	Question	Answers
MOE IT department has been working to consolidate, update and upgrade some of MOEHEA's legacy systems which include the following: 　○　Scholarship Management System and E-services. 　○　Equivalency and Attestation Management System and E-services. 　○　Student Registration and Counselling Management System (NAPO) and E-services. 　○　Academic Accreditation Management System and E-services. 　○　Scientific Research Awards Management System and Services. 　○　Interfaces with MOI, MOFA (embassies), MOF (payment gateway), Cultural Attachés and others. ==Please note that e-Services is part of this project, the project is to build the business modules and applications related to the above points, the detailed scope below should be your starting point to respond to MoE with your best proposed solution.==	1. What is the business modules and applications should be considered in this project (we need more details about the needed services should be build based on the list of legacy system , to evaluate the size of work and propose a good solution)	1, this is the purpose of the analysis services in the project, your current references is the RFP, Supporting documents, presentation and web site
The vendor should receive along with this RFP the following documentation that will be used during the consultation services to extract the solutions that should be build and deployed for the below modules: 　○　Commission of Academic Accreditation (CAA).	2. How can we get the list of documents	We shared a link in the system, it is in the Shared PDF. رابط المستندات الخاصة بالممارسة https://1drv.ms/u/s!AoShmM5Orspah8Akp GDv-ihKwaY2bg?e=xzfhID

○ Equivalency and Attestation. ○ Student Registration and Counselling (NAPO). ○ Licensing and Accreditation. ○ Professional licensing. ○ Scientific Research. ○ Evaluation and Quality. ○ Scholarships. ○ Graduate Affairs and Labour Market.		

The business review and requirements analysis should cover core functions, integrating points and dependencies for all MOEHEA's depts. which include:
 	
    ○ Commission of Academic Accreditation (CAA).
    ○ Equivalency and Attestation.
    ○ Student Registration and Counselling (NAPO). ○ Licensing and Accreditation. ○ Professional licensing. ○ Scientific Research. ○ Evaluation and Quality. ○ Scholarships.
    ○ Graduate Affairs and Labour Market.
	3. What is the core functions should be cover from this list of system.
	4. We need to provide us with the technical details about each system (used technologies, Database, OS)
	5. will the API ready from your side or should be part of work?
		3,4,5 The presentation will be shared

For each department, the business review and system requirement analysis should also cover all processes, operational policies, and procedures with a view to distil automation requirements. The consultant is expected to introduce efficiencies in processes, procedures and	6. What is the number of processes (estimation number) should be covered. 7. What is the purpose of reviewing the Relationships, integration	6, please check the web site, already mentioned in the RFP 7, The presentation mentioned the pain points such as data integrity and unified interface

workflows as well as improvements (where appropriate) to facilitate the implementation of the new system. Overall, for each department the consultant is expected to review the following items.

- o All functions.
- o Governance processes (e.g. Committees) to support daily business processes.
- o Relationships, integration points and dependencies with:
  - ✦ Other MOEHEA departments and functions.
  - ✦ Cultural Attachés (which are an integral part of MOEHEA's departments).
  - ✦ Other MOE common and support functions (e.g. HR, Finance, Procurement, Customer Service Centres, Call Centre, Gov. Communication, Institutional development, Data and Stats Centre and others)
  - ✦ External government

points and dependencies with:

- a. Other MOEHEA departments and functions.
- b. Cultural Attachés (which are an integral part of MOEHEA's departments).
- c. Other MOE common and support functions (e.g. HR, Finance, Procurement, Customer Service Centres, Call Centre, Gov. Communication, Institutional development, Data and Stats Centre and others)
- d. External government organisations and entities.
- e. Customer management and customer services

organisations and entities. ○ Customer management and customer services.		
The system should integrate with the existing case management system	8. What is the used technologies and database, is the API existed or need to build?	8, Dynamics CRM, Yes

	9. Can you please confirm the following environments are required
	    a. Production (with high availability setup)
	    b. DR (with high availability setup)
	    c. Testing (with high availability setup, replica of Prod)
	    d. Development (no high availability setup)
		9, Confirm

	10. What is the current DR strategy at MOE? Do you have a separate DR data center?	10, Yes
In case you need DR:	11. What is the current DR strategy at MOE? Do you have a separate DR data center? 12. Is Cold DR good enough? i.e. DR it setup, but will not be running, nor continuously replicated, only replicated & started in case of a disaster situation in prod.	11, Yes 12, provide your options 13, provide your suggested solutions 14, Not available 15, Not available

	13. Do you want to setup DR as part of Prod? i.e. Production to be configured highly available across two data centers, which will satisfy both; High availability & DR at the same time. 14. What is the distance between Prod & DR data centers? 15. What is the current network bandwidth between Prod & DR data centers	
Submission date	16. Can you please extend the submission date for another 2-3 days?	The submission date will be extended till the 18th of Aug 2020
Data Migration Approach	17. Do you have any expectation for the system should be replace from now? In case yes please provide us with more details	This is what you will determine during the analysis services
Hosting	18. Will be on promises or cloud?	On premise or UAE data centers without any kind of data transferring outside UAE
	19. What is the Expected number of users?	Employees up to 150, External users up to 300,000
	20. Number of users 21. Number yearly transaction – or expected number of public users. 22. Share PowerPoint slides Mr.Samer proposed in the meeting.	
	23. Bid Bond 5% to be submitted of total proposal.	Kindly note that due to the current situation there is no need to submit the 5% bid bond. However,

		you must submit the 10% guarantee at the awarding stage.