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| # | Question | FAHR Response |
| 1 | 1. Is the consultant expected to address only the identified 7 processes (specified in the RfP) within the Corporate and Shared Services section, as part of this engagement?    1. Is the consultant expected to identify other potential (already existing and mapped) processes that have not been specified in the RfP? | The scope of the consultant is to work on identified business processes as per the RFP.  During the course of engagement, some use cases can be added or removed as per the business decision during the project scoping phase. |
| 2 | 1. Does FAHR have internal resources with experience on RPA? If so, at which level, i.e. Analyst, Project Managers, Programmers?    1. How many FAHR staff is the consultant expected to engage/utilize on the project? | FAHR has no internal team with experience of RPA. During the course of project FAHR will build its own internal team |
| 3 | 1. What type of training is expected of the consultant to conduct, i.e. awareness/analytical or how to manage RPA projects or how to script (create RPA solutions), or knowledge transfer trainings for supporting the implemented solutions? | Training expected is the Knowledge Transition. The tool selected during the engagement should be simple and easy to pick up by the rest of the FAHR team |
| 4 | 1. Which entities (internal or external and which ones) does FAHR refer to for continued roll-out of the applied business cases?    1. Is the consultant expected to consider it within the scope of the engagement or should the individual roll-outs with other entities be considered as separate engagements, as the roadmap depends on the 5number of entities, number of business cases to be implemented, etc.? | The use cases identified and implemented for FAHR will be used to roll out for other entities. The individual implementation is out of scope of the engagement. |
| 5 | * More Information on the business process currently being utilized. | More information will be provided during the conference calls |
| 6 | * + How many different places is the activity being executed.   + How many people are involved in the activity simultaneously.   + How many times a day will the activity be conducted.   + Is the company open to automating mechanical processes.   + Can existing processes be rearchitected to achieve better efficiency or reduce labor. | The activity is involved at FAHR Dubai branch. Generally, 1 person works on the same.  Only 1 or 2 people are involved in the activity  The activity is done every day  Yes  Yes they can be architected |
| 7 | * Hiring Process   + Will the candidate resume have a common format.   + Scanning documents indicate a manual process. These documents would have to be delivered by email to automate it. Is this understanding correct?   + The total # of transactions in FAHR is 20+. Is this for an year/month? | The resume will be of different format The hiring form will be of same format  The documents will be scanned and sent by candidate to HR  20+ is for a year. However the process would be rolled out to entire Government in future and this activity takes time for the entities to execute |
| 8 | * HR Transaction Approvals   + Please share more process details. | The Transaction approval is based on Leaves Approval and PMS Approval process |
| 9 | * Submission of Insurance Documents   + Please share more process details. | The insurance documents of employee, his dependents will be uploaded on the insurance portal. These documents include passport, visa, emirates id etc |
| 10 | * Invoice Submission   + The invoices would have to be standardized and they would have to be send in via email. Hence, we would have to understand the basic business process. | A physical copy of the invoice is sent out by suppliers to FAHR finance team |
| 11 | * Does FAHR needs a long term local support (12 Months) as mentioned in the RFP ?   Yes But keep it as optional | Yes |
| 12 | * Does FAHR needs resources for building COE for RPA?? | No additional resources are required. The existing project team should build the COE Team |