

Tender Number: T05/02/17

Question and Answers Version 1

No.	Question	Type	Answer
1	The final point of Part B of Section 3 states "Modelling for three processes using the new modelling method". Does the IDC intend to map only 3 processes during the duration of the contract or is the successful bidder expected to map 3 processes during the initial 3 month delivery period?	Technical	Yes the bidder will be required to map three process.
2	Will 6 be the maximum number of users that will use the system throughout the contract duration or is the user base envisioned to grow?	Technical	6 is the current number of modellers. Number might change with evolving business requirements.
3	Does IDC intend to extend the user base beyond Architecture and Design/Process modellers?	Technical	This is dependent on the licensing model. We might require contributors and or viewers. For the purposes of this RFP, bidders must work with 6 users as stated in tender document
4	Does the IDC require a full time on-site resource available for a full 6 month (960 man hour) period following the 3 month implementation phase?	Technical	Not necessarily. For the 3 months it depends on service provider's project implementation plan and for the 6 months IDC will use those hours on a needs basis.
5	Are we correct in surmising that the implementation + post implementation support phases are 9 months in total?	Technical	Yes. Note that 3 months is maximum time expected to roll out BPM. Post implementation duration is a contingent period where if there will be a need, service provider will be requested to come and address specific issues.
6	Which are the 3 processes that have been identified for modelling in the new method?	Technical	These will be shared and discussed with the chosen service provider.
7	Is there any documentation, manual available for the processes?	Technical	Yes, there is an existing standard operating procedure (SOP)
8	Are these processes Level 3 or Level 4 processes ?	Technical	Both level 3 and 4 processes.
9	How many tasks/activities are there per process (Approximately)?	Technical	As stipulated in the bid document, the bidder is required to develop the modelling method/standard and as such the number of activities will be determined by the proposed method/standard.
10	How many Business Users/Process participants will be accessing the system simultaneously?	Technical	As stipulated in the bid document, the number of users is 6.
11	Do these processes have any sub-processes? If yes, how many per process?	Technical	Yes these process have sub- processes however whether the sub processes will be modelled or not will depend on the proposed modelling method.
12	Kindly advise on the type of Board resolution that is required as outlined on section 12.3.3 Copy of Board Resolution, duly certified(?)	Admin	It is a copy of the resolution by the board to give an authority to the person who will be acting on behalf of the company