

**محضر الاجتماع التمهيدي للمناقصة العامة رقم
(04 – 2022/2023) بشأن مشروع التراسل الإلكتروني
الداخلي للهيئة العامة للاتصالات وتقنية المعلومات**

إنه في يوم الثلاثاء الموافق 2023/3/14 في تمام الساعة 11:00 صباحا عقد الاجتماع التمهيدي الخاص بالمناقصة رقم (04-2022/2023) بشأن مشروع التراسل الإلكتروني الداخلي للهيئة العامة للاتصالات وتقنية المعلومات بحضور كل من السادة :-

السيد / فواز بخيت الرشيدى :	قسم التوريدات – الإدارة المالية
السيد / يوسف محمد القطامي:	مدير إدارة مركز نظم المعلومات
السيدة / منيرة المهدي :	إدارة مركز نظم المعلومات
السيدة / شيخة القعود :	إدارة مركز نظم المعلومات
السيد/ خالد العسعوسي:	إدارة مركز نظم المعلومات

في البداية افتتح السيد / فواز بخيت الرشيدى الاجتماع التمهيدي بالترحيب بالسادة الحضور، و تم عرض المناقصة العامة كالتالي :

- تم طرح المناقصة بتاريخ 2023/03/05
- اقفال المناقصة بتاريخ 2023/04/11

أولاً: تم التنوية من قبل السيد/ فواز الرشيدى بضرورة استخدام المضاريف الرسمي المخصصة من قبل الهيئة حين تقديم العطاءات ولن يقبل العطاء بمظروف غير و بضرورة الالتزام بموعد الاقفال حيث لا يجوز استلام بعد الساعة بعد الساعة 2 ظهرا من تاريخ الاقفال.

ثانياً: توضيح بشأن شهادة معتمدة من الشركة الام:
أوضحت السيدة/ منيرة المهدي ان إذا كان المناقص هو مطور النظام فهو
يعتبر الشركة الأم طالما سيتم توفير الـ Source Code .

ثالثاً: أوضح السيد/ خالد العسعوسي ان يجب على المناقص توفير الخوادم
فقط بدون الـ Racks .

رابعاً: أوضحت السيدة/ منيرة المهدي على ضرورة توفير Full Source Code .

خامساً: أوضح السيد/ يوسف القطامي ان فترة الضمان سنة بعد المرحلة
الثانية (تركيب الأجهزة اللازمة و اعداد و تحميل البرامج) و 3 سنوات ضمان
للأجهزة تبدأ بعد المرحلة الثانية (Software 1 year hardware 3 years).

سادساً: أوضح السيد/ فواز الرشيدى بناء على طلب الفريق الفني يجب ارسال
الاستفسارات بحد اقصى يوم الخميس على ان يتم لرد عليها بحد اقصى يوم
الثلاثاء.

سابعاً: أوضحت السيدة/ منيرة المهدي ان الـ new High-performance
workflow هي دورة عمل النظام من اشعارات و غيرها التابعة للنظام .

ثامناً: أوضحت السيدة/ منيرة المهدي ان المواصفات الفنية في البند رقم 10.1
Software technical specifications و رقم 2 من الجدول المرفق، يجب توفير

Dashboard تظهر البيانات و مجموعة من الأرقام لمجموعات معينة من المستخدمين.

تاسعا: أوضح السيد/ يوسف القطامي يجب توفير Mobile Application للنظام.

عاشر: أوضحت السيدة/ منيرة المهدي ان يكون النظام معفي من التسلسل الهرمي للهيكل التنظيمي للهيئة .

حادي عشر: تم التتويه من قبل السيد/ فواز الرشيدى على ضرورة ارفاق جميع المستندات الخاصة بالمناقص و الضمان البنكي الاولي .

الثاني عشر: أوضح السيد/ يوسف القطامي ان الحد الأدنى المتدربين 5 .

انتهى الاجتماع في تمام الساعة 12:30 مساءً وأقفل

المحضر في حينه ووقع الحضور على ما جاء فيه :

التوقيع

الاسم

.....

السيد / فواز الرشيدى :

.....

السيد / يوسف القطامي :

.....

السيد / شيخة القعود :

.....

السيدة / خالد العسعوسي :

NO.	Question	Reference	Answers
1	Is it allowed to propose local solution developed in-house and implemented in Public and private sectors?	P39 -k, p 11, 11 7.4.1	Yes
2	Note: The contract Duration is one year while support and warranty exceeds this duration by 6 months, is that fine?	Project plan, page 32	The contract should be 1 year maximum starting from the award of contract and the SLA should be 1 year starting from project handover.
3	Can you please explain what is required for the PDF backlog documents of the correspondences that you have for different CITRA department and what is the exact scope and duration to implement that?	RFP page 57 / Point 15	<ul style="list-style-type: none"> • Generate printable PDF form. • Ability to open PDF through the template itself.
4	what is the old archiving system you have?		There isn't an old archiving system.
5	Is it possible to change the current MS SQL database to Oracle database as our solution is not compatible with SQL. (If yes, please advise if the bidder must provide the Oracle Software Database Licensees or will be provided by Citra)?		No, we don't want to change
6	Can we provide a responsive User Interface that works on PCs, Tablets and Mobile browsers instead of the Mobile App?	RFP page 57 / Point 21	<p>There should be a mobile application.</p> <p>Mobile app. should be friendly use with multiple features.</p>
7	<p>Please confirm that network and power cabling is out of the scope.</p> <p>Please confirm that backup equipment and software are out of scope?</p>	RFP page 39, section 1-b: "Proposals should include a list of itemized prices specifying equipment, installation, maintenance price."	<p>Power & network configuration is part of the installation scope.</p> <p>Backup software and hardware part is not part of hardware installation scope</p>
8	Do you also require a Business process Automation solution to design and edit workflows? or the bidder will implement one workflow designed by	RFP page 58 point 33 "The bidder should include a new high-performance workflow that is designed by our specific department with	Preparing high performance workflow with multiple properties defined by the admin.

	your specific department with multiple properties defined by the admin and doable to be changed?	multiple properties defined by the admin and doable to be changed."	
9	Number of users	Please specify the number of users that will be using the solution as our solution licensing scheme is based on a perpetual server license and per user license.	156 users
10	Shall we as bidders consider PACI Digital Signature as the default for both customer & partners of CITRA and CITRA's employees as well? OR shall we propose a different "Third Party" digital signature platform for CITRA Employees?	The bidder shall include a Mobile ID Signing module which aims to create and collect document and transaction signature from CITRA customers (public users) or business partners through PACI's Kuwait National Mobile ID App (تطبيق هويتي). Mobile ID signing shall not be confused or mixed with Remote signing which targets CITRA employees and uses Business Digital IDs rather than public Citizen Digital IDs. Following requirements shall be met by the bidder and proposed solution.	We shall consider PACI Digital Signature as the default for both customers & partners of CITRA.
11	Can the bidder be a certified partner of the software and sub-contract the hardware to another certified partner or vice versa?	The vendor must be authorized partner for all solution products (Correspondence, security & Hardware).	Bidder must be software certified partner, and for the hardware, either the bidder or the sub-contractor must be high level certified partner (gold level partnership or higher)

12	<p>Once a document is signed, the signature will always be there.</p> <p>Please clarify this point if possible</p>	<p>Ability to toggle on and off the view of digital signature.</p> <p>RFP page 55 / Point 5</p>	<p>Providing and adding the digital signature certified by PACI</p>
13	<p>Does this point mean that the bidder will be responsible of migrating old correspondences to the new system?</p> <p>If yes, can you please provide the following:</p> <ul style="list-style-type: none"> • number of documents to be migrated • Type of files (Papers, PDFs, etc.) • Index fields required • Type of indexing (Manual, Automatic) <p>If No, Please explain what do you mean by this point.</p>	<p>Create standard procedure to deal with old paper memos.</p>	<p>No, the bidder will be responsible of the new letters created by the solution</p>
14	<p>Can we provide alternative solution other than Microsoft RMS?</p>	<p>Using RMS (Rights Management System) application from Microsoft.</p>	<p>No, Please stick to the MS RMS</p>
15	<p>Can we provide alternative DBMS for the MS SQL to be our application's backend database if we confirm application integration with other existing applications in CITRA?</p>		<p>NO</p>
16	<p>We need to get feedback on the expected integration with AD: it is clear</p>		<p>Yes, we should integrate with AD</p>
17	<p>with HR: what kind of integration is required and it may contradict AD integration, therefore HR should integrate with AD</p>	<p>RFP page 60 / Point 39</p>	<ul style="list-style-type: none"> • The system must support CITRA HR Integration Capability to associate a correspondence to a specific employee • The system must have the following Native and Configurable Document

	<p>and AD with the proposed system The same thing for the Management Dashboard The same thing for Sharepoint.</p> <p>What is the current document management system being used?</p>		<p>Repositories Integration Capabilities including (Own-Database, Filesystem, and ECMs like SharePoint, OpenText ...)</p> <ul style="list-style-type: none"> • The system must have the following Native and Configurable Document Repositories Integration Capabilities including (Own-Database, Filesystem, and ECMs like SharePoint, OpenText ...)
18	<p>Are there plans to replace the current document management system with a native solution and corresponding system?</p>		<p>We don't have a document management system</p>
19	<p>How many users will be using the system?</p>		<p>200 users</p>
20	<p>How many departments will be using the system?</p>		<p>21 departments</p>
21	<p>Is it mandatory to have a native app? Can cross or hypered solutions be used?</p>	<p>RFP page 58 / Point 21</p>	<p>It's not mandatory but we should have the source code.</p> <ul style="list-style-type: none"> • The system should have a Brandable/Ready to be Deployed native mobile app in both iOS & android platforms • Should be Completely Native, and shouldn't be Web Views or Hybrid Apps • Should have a Brandable/Ready to be Deployed native mobile app in both iOS & android platforms
22	<p>Will PACI provide digital signatures for employees or beneficiaries?</p>	<p>RFP page 55 / Point 5</p>	<p>Yes, they have to coordinate with PACI</p> <ul style="list-style-type: none"> • Digital signature must be configured for each user individually according to their privileges. • Digital signature information must be embedded into correspondence messages. • Ability to toggle on and off the view of digital signature. • Ability to add multiple layers of security to applying digital signature process.

			<ul style="list-style-type: none"> • Ability to use the signature on Word and PDF documents.
23	What is the current HR system being used? Can it be integrated with the new system?	RFP page 79 / Point 39	<p style="text-align: right;">Oracle.</p> <p style="text-align: center;">The system must support CITRA HR Integration Capability to associate a correspondence to a specific employee</p>
24	Can the delivery be offshoring, remote, or onsite only?	RFP page 50	<p style="text-align: right;">Onsite only</p> <p style="text-align: center;">Onsite Software upgrades updates, patches, and bug fixes.</p>
25	Is OCR required in the scope of the project?	RFP page 57 / Point 15	<p style="text-align: center;">Define multiple forms and templates</p> <ul style="list-style-type: none"> • OCR Property. • Onsite only