

	STZA Meeting Minutes: RFP (One Window Consultancy Services) Pre-Bid Meeting	
	Date of Meeting:	29 th July, 2021
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DOCUMENT INFORMATION

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Department	Government Relations
Author(s)	Mr. Rai Saad Khan
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MEETING INFORMATION

Participants:

1. STZA Team

Name	Designation
Mr. Abdul Rahim Ahmad	Chief Information Officer
Ms. Xenia Rasul	Government Relations & Regulatory Affairs Specialist
Mr. Saad Khan	Government Relations & Regulatory Affairs Officer

2. Pre-Bidding Attendees

Companies
EY
PwC
Reenergia
iENGINEERING
KPMG
McKinsey & Co.
ICONSULT
Carbon8

Overview/Context of the Meeting:

The One Window team held a pre-bid meeting for the RFP (for Consultancy Services for the One Window), with potential bidders in attendance. Mr. Abdul Rahim Ahmad (CIO, STZA) introduced the STZA, and explained that the RFP focused on two aspects: firstly, the enablement of the authority from technology perspective and the development of a technology strategy, and secondly, business process mapping of STZA and the relevant OGAs. The floor was then opened for questions by those attending.

Questions:

Questions by Attendees	STZA Clarification
Can the deadline to apply for the RFP be extended?	If any bidder wants to apply for an extension they can. If the RFP deadline is extended, it will be notified on the website.
There were questions by several attendees that the timelines for this project are very tight.	Mr. Abdul Rahim Ahmad clarified that when it comes to working with the OGAs, the engagement process has already been initiated with the relevant departments, and the STZA will strategize with the consultants on how to prioritize delivery within the agreed timelines, which will be reflected in the contract. Additionally, as this is a new Authority, it was stated the existing processes do not need to be reengineered as such, but rather there should be a focus on mapping and proposing changes on a 'To-be document'.
Noting the late delivery charges, can the timelines be expanded? How will the penalty be agreed?	The late delivery charges will only apply on the timelines agreed during the signing of the contract. Once a penalty and timelines are agreed, the STZA will follow standard and reasonable procedures if the Consultant faces unforeseeable issues.
What is the level of readiness for the other governmental departments (OGAs)?	The OGAs already have their processes, which need to be then reviewed by the Consultant and documented. The STZA Government Relations team has already met most of the OGAs, and is in the process of obtaining and identifying the relevant processes, so as to facilitate the Consultant. If there are any bottlenecks with the OGAs due to any Act of Parliament or Rule/Regulation, this only needs to be identified. The Consultant will not be expected to change these Acts/Rules, but to identify if and how they affect the process flow, and make a proposal for any changes to the STZA.
Will the Business Process Analysis for the OGAs only be for how they integrate into STZs and STZA?	This is correct.
What is expected from the digital strategy document?	The digital strategy should be a high-level policy document making recommendations on the STZA's internal digital technology establishment. This includes recommendations on the ERP, the overall enterprise architecture, internal digitalization, automation of workflows, Cloud computing recommendations. information/data security, data center requirements, and other relevant areas.
What has been the thought-process in asking the consultant to re-engineer the processes of other government departments, especially if the consultants cannot force them to re-engineer these processes?	The thought process was to phase out the Business Process Re-engineering into separate phases. The consultant's role would be to identify the bottlenecks and challenges with each relevant OGA and to strategize on what can be done.

	As such, it is clarified that the Consultant will not be expected to conduct business process re-engineering for OGAs, but rather to map their business processes and to provide a strategy for changes which the STZA can carry out in a phased manner.
Did the STZA consider an alternative One Window facility in the form of a physical office, as done in Dubai and in other countries?	Yes, there are plans to build a facilitation office for physical interaction.
Can the evaluation criteria for 'Project Understanding' be explained?	'Project Understanding' will be based on the methodology and the project plan proposed.
In terms of vendor selection, is there any binding that once a Consultant has been selected they will not be able to compete for future RFPs for the Zone?	There will be a conflict of interest for the Consultant to apply for the RFP for implementation of the digital strategy/establishment of digital interface for One Window, as they will be designing the RFP as part of this consultancy project. However, for other projects in the future without any conflicts, the selected Consultant shall be able to apply.
What will happen with the retention money?	The bid securities for all unsuccessful consultants will be returned. It will only be retained for the selected Consultant until they sign the performance guarantee, after which it will be returned.
Will the procurement for the internal IT set up of STZA be done through PPRA? If so, the timeline for the procurement will be very tight within the 3 month deadline.	The procurement will be done through PPRA. To clarify, the STZA does not expect the consultant to procure the IT agency, only to prepare the RFP and evaluate vendors once the proposals are received.
Will there be flexibility in integrating with the IT systems of OGAs?	It depends on each individual entity, not all entities may have API gateway.
In terms of setting up the internal STZA infrastructure for HR, Finance, Admin and Ops, how will we be proposing infrastructure for these departments if they don't exist right now?	The departments exist from a structure perspective and most Head of Departments are already on-board. The business requirements will be discussed individually with each Head of Department.