

### **Question1:**

**Phase 1 Scope: In addition to tracking employee attendance (in/out), does Phase 1 include the implementation of schedules and policies to automate the monitoring of lateness, absences, and overtime?**

In Phase 1, the focus is primarily on tracking basic attendance. However, the implementation of schedules and policies for automating the monitoring of lateness, absences, and overtime is planned for phase 2.

### **Question2:**

**Location Clarification: You mentioned that each location will have a standalone implementation. However, it was indicated that some branches or ministries might be connected. Could you please clarify how you define "location"? In the provided Locations table (Page 64), there are references to "Administration," "Directorate," and "Address." How should these categories be interpreted and grouped? For example, is it by public Administration? If not, which ministries or governmental entities will have a unified solution for their branches? Are there any branches within a certain Directorate that fall under a specific ministry? A detailed description of this would be greatly appreciated.**

Some governmental entities operate as standalone implementations, while others are connected. For example, a ministry might have multiple offices, such as a main office and two satellite offices. In this case, there would be machines at the ministry and in the two satellite offices, but the data from all locations would be centralized, saved, and managed at the ministry.

المديرية/المصلحة/الدائرة refer to the locations where the fingerprint machine or phone application system should be placed. Each of these has a person responsible for receiving information about employee's attendance.

You only need to focus on the second column, as it specifies the relevant location. The first column is just a reference.

One of the vendor's tasks, as outlined in the TOR, is to coordinate with these governmental entities to gather additional details and conduct further assessments, ensuring a complete and accurate understanding of the locations and their connections.

### **Question 3:**

**Stakeholder Roles:** Please elaborate on the specific roles of the key stakeholders who will be using the system. This includes HR administrators, central timekeeping personnel, branch-level staff responsible for employee enrollment, and end-users utilizing self-service features for check-in/check-out.

**HR Administrators and Other Assigned Administrators:** These individuals, along with any other administrators that the governmental entity assigns, will have overarching access to the system. They will be responsible for managing employee data, generating reports, and ensuring the overall integrity of attendance records across the organization.

**End-Users (Employees):** Yes, employees will be utilizing the self-service features for check-in/check-out via the fingerprint machines

### **Question4:**

**Number of Admin Users:** Will there be HR administrators or timekeepers responsible for managing the system? If so, how many?

The number of HR administrators or timekeepers responsible for managing the system will be defined by each governmental entity. Noting that the number of administrators for each entity as Admin users will be defined as well by each governmental entity.

### **Question5:**

**Infrastructure:** Kindly confirm that all infrastructure-related items such as networking, connectivity, cables, and servers will be provided by the end user.

The responsibility for infrastructure-related items, such as networking, connectivity, cables, and servers, will lie with each respective governmental entity.

**Question6:**

**Employee Enrollment: On Page 45, Paragraph 3, it is stated that the bidder needs to enroll all employees at each location. However, another paragraph mentions that the bidder will only provide training on the enrollment process, and each facility will handle its own enrollment. Please clarify this point as enrolling all employees ourselves would significantly increase the manpower cost.**

In addition to providing training, the bidder will also support the designated representative(s) in each governmental entity with the enrollment of employees.