**Questions on LRFP-2022- 9179976  
  
December 5, 2022**

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| **Scope** | **MDS Questions** |
| **i) Description**  This section is provided for indicative and illustrative purposes describing the services needed to achieve MEHE intended solution and solution components as built for the purpose of enhancing MEHE environment. The actual and finalized solution shall be designed and presented by the contractor as part of the detailed solution design during the design phase of the project. The contractor should cover for all proposed services all components of a services project: envisioning, design, development, implementation and stabilization. The services that should be covered in this project should include but not limited to the following:  4. Enable digital services by developing several business processes using Microsoft Dynamics CRM in to essentially benefit from Dynamics features and functionality for customer service.  5. Improve current and create new Power BI Dashboards and reporting and add 10 additional ones to be defined later.  7. Roll out Dynamics CRM for additional processes.  10. Enhance Microsoft Cloud Security Services | 4. How many business processes are required on top of CRM? **MEHE>As per the section “ iv) Dynamics CRM Additional Processes Common Data Model” on Page 2 of the TOR, it is clearly stated that  “The Microsoft Dynamics CRM, Customer Service platform, should cover around 50 processes, 15 of which are of simple complexity, while the rest are considered of complex nature. The bidder should be ready to develop, integrate, optimize, and support the CRM environment as required by MEHE during the contract duration. The bidder should be ready to create additional processes at any time needed by MEHE, even if the number surpasses the set limit of 50 processes.”** 5. How many existing dashboards require enhancement? **MEHE> 12 existing dashboards** 7. Roll Out CRM to additional processes **MEHE> same answer to number 4 above.**  10. Can we elaborate more on which services? **MEHE> refer to Section “viii) Microsoft Cloud Security” on Page 7 and 8 of the TOR.** |
| **iv) Dynamics CRM Additional Processes and Common Data Model**  During last year, we started implementing the processes of university equivalence on Dynamics CRM. To ensure the sustainability of achievements and further improvements, MEHE’s vision is to enhance and automate additional processes related to different citizen-related services and internal administrative workflows.  **c. Call Center:**  **e. The System should cover Multiple Case types Divided into 2 segments**  **g. Dedicating at least one Power Platform Expert and one Dynamics CRM Expert who are**  **available anytime to work with MEHE on planned and ad hoc activities and tasks.** | **c. Call Center:** What is the current telephony system in place? Does it support CTI? **MEHE> We currently have Cisco CallManager, which dies to support CTI and integration with Dynamics CRM**  **e. The System should cover Multiple Case types Divided into 2 segments**  2. Business Cases: Covering all types of cases opened by the citizens, with each type having its own process/Workflow:  How many case types will be submitted through the portal? **MEHE> All CRM processes that are to be created should support case submission through the portal. Cases differ in type and number depending on the processes.**  **g. Dedicating at least one Power Platform Expert and one Dynamics CRM Expert who are**  **available anytime to work with MEHE on planned and ad hoc activities and tasks.**  Two full-time resources to be assigned to MEHE? **MEHE> Resources should be available anytime needed.** |
| **v) Optimized Microsoft Azure Services**  **a) Azure Service General Scope**   1. Dedicating at least one Azure Expert who is available anytime to offload time -consuming and intensive maintenance that MEHE team would like the bidder to handle so that MEHE can focus more on business-critical missions and activities.   **g) General Tasks and Responsibilities**  Bidder is expected to perform but not limited to the following activities:   1. Bastion Host. | 1. **Azure Service General Scope** 2. Our company Microsoft consultant is required for such a demand, can we set the required scope and the support hours for such a request?   **MEHE> Resources should be available at all times and are sometimes needed overnight, such as during the publication of official exam results.**  **g) General Tasks and Responsibilities**  5- Can we please elaborate what are the requirements under Bastion   Host? **MEHE> Azure Bastion is required as managed service for MEHE to provide secure and seamless remote desktop access to virtual machines without exposing Azure and MEHE environment.** |
| **ix) Analytics**  Work with MEHE to enable and configure Analytics services based on best practices. This should cover but not limited to the following:  **a) Azure Data Lake:** | **ix) Analytics**  **a) Azure Data Lake:**  How many data sources will feed into the warehouse? What are their types?  **MEHE> There will be four or more data sources mixed between SQL Server and Oracle data source types.** |