

STEP Scholarship Management Platform (SMP)

Q&A Sheet

Q1. Track Record Requirement — 10 Years of Experience

The TOR requires "a minimum of ten (10) years of demonstrable experience in successfully designing, developing, implementing, and supporting complex, enterprise-grade web-based information management systems."

We would like to confirm whether this requirement applies to the tenderer as a legal entity, or whether it may also be satisfied by the cumulative and verifiable experience of the tenderer's core team and key personnel collectively engaged in delivering enterprise-grade web-based systems over that period.

A1. The requirement may be satisfied through the tenderer as a legal entity and/or the cumulative and verifiable experience of the proposed core team and key personnel, provided such experience is clearly demonstrated and directly relevant to the scope and technical complexity of the assignment. Tenderers are encouraged to provide sufficient supporting documentation to substantiate the claimed experience.

Q2. Relevant Sector Experience

The TOR requires evidence of "at least two (2) web-based information systems within the education, social protection, scholarship management, or TVET sector, in the last three (3) years."

We would appreciate clarification on the scope of "social protection" as applied to this requirement. Specifically, would web-based information management systems delivered in adjacent domains — such as national health management information systems, civil registration and vital statistics (CRVS) platforms, or beneficiary management systems serving vulnerable populations — be considered eligible references under this criterion, given the comparable architectural complexity, multi-stakeholder workflows, government system integrations, and beneficiary lifecycle management involved?

A2. Systems in adjacent domains such as national health management information systems, CRVS platforms, or beneficiary management systems may be considered relevant references, provided they demonstrate comparable functional and technical complexity, including multi-stakeholder workflows, integration with government systems, and management of beneficiary data and processes.

Q3. Mobilization of Subject Matter Experts (SMEs)

To ensure full alignment of the platform's business logic with the STEP programme's operational requirements — including scholarship eligibility, scoring, selection workflows, beneficiary lifecycle management, and integration with national systems — ISEET intends to mobilize qualified subject matter experts in the relevant business domains (scholarship management, TVET, social protection, and education sector workflows) to complement its core technical team during the inception and design phases. We would like to confirm that such mobilization of SMEs, engaged by ISEET specifically to support the business requirements analysis and validation activities defined in the TOR, is consistent with Enabel's expectations under this assignment.

A3. Tenderers may complement their core technical team with relevant expertise in areas such as scholarship management, TVET, social protection, and education sector workflows, provided that roles, responsibilities, and level of engagement are clearly described in the technical proposal. Enabel will not cover costs beyond the Quantity of Days/Level of Effort

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(LoE) associated with the deliverables as defined in the TOR, and any proposed SMEs should be accommodated within the bidder's proposed technical and financial approach.

Timeline and delivery approach

- (1) The implementation window of six calendar months, with the MVP operational before August 2026 and Phase 1 (Inception, finalised SRS, architecture, technical design and WBS) completed within 27 days including requirements gathering, along with 20 days to complete the full system, is very tight for a platform of this functional and integration scope. Adding to it the risk of completing the integration governmental parties and the CBJ, which could take considerable amount of time. Would Enabel be open to reviewing the overall schedule, for example by extending Phase 1, by phasing the MVP scope further, or by allowing the academic-year go-live to be limited to a defined applicant cohort with full operations following shortly afterwards? Any flexibility, even partial, would materially improve quality and reduce delivery risk.

A: As stated in the TOR, Phase 1 (Inception & SRS Completion) shall be completed within three (3) weeks, while the MVP shall be operational before August 2026 in alignment with the start of the academic year. All phases of the system shall be delivered by the same vendor under a single contract.

The MVP shall include, at minimum:

- User Management and Authentication
- Application Submission and Management
- Eligibility and Verification
- Scoring and Selection Modules

Tenderers are expected to propose a realistic implementation approach, including appropriate sequencing of activities, risk mitigation measures, and management of external dependencies. While the overall timeline remains as defined in the TOR, the detailed implementation plan and prioritization of activities will be refined during the Inception Phase.

- (2) Given the negotiated procedure, can Enabel indicate the expected timing of negotiation rounds and the likely date for any Best and Final Offer request, so that bidder team availability can be reserved against those dates?

A: At this stage, Enabel cannot commit to specific dates for negotiation rounds or any potential Best and Final Offer (BAFO) requests.

- (3) The deliverables table lists DL9 as a "3-year maintenance and support plan", while other passages describe a 12-month complimentary maintenance period followed by

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extended support for 2028 and 2029. Can Enabel confirm the intended duration and structure so that we price DL9 consistently?

A: DL9 covers the mandatory maintenance and support services for a total period of three (3) years following final system acceptance. The first year constitutes the warranty and support period, while Years 2 and 3 constitute the extended maintenance and support period under the agreed SLA. Tenderers shall price all three years in accordance with the financial proposal requirements.

Scope and requirements

(4) The TOR states that integration with the National Aid Fund "shall be implemented, with manual fallback where direct integration is not feasible." Can Enabel confirm whether a data-sharing or technical agreement with NAF is already in place, or whether the contractor is expected to drive that engagement during the Inception Phase?

A: At this stage, no formal commitment regarding the availability, timing, or implementation method of integration with NAF. The Contractor shall assess integration feasibility during the Inception Phase and propose the most appropriate approach. Enabel will facilitate coordination with relevant stakeholders where required, however, the Contractor remains responsible for designing and implementing suitable verification mechanisms, including alternative approaches where direct integration is not feasible.

(5) The same question applies to the Ministry of Education platform integration. Is an API specification, sandbox or letter of intent available, and has technical and institutional feasibility already been assessed?

A: At this stage, no API specification, sandbox environment, or formal integration agreement is being provided as part of the tender documentation. However, the detailed feasibility assessment, integration approach, technical requirements, and implementation method shall be further validated during the Inception Phase in coordination with the relevant stakeholders. Tenderers should therefore consider and propose appropriate integration and fallback approaches within their technical proposals.

(6) The MVP must be "operational" before August 2026. Could Enabel clarify whether this means live to real applicants for the 2026/27 intake, or formal UAT acceptance with pilot users only? The distinction has material implications for load handling, security testing and hyper-care planning.

A: Operational means deployed and available for use by real users in support of the 2026/27 scholarship cycle. The MVP is expected to have successfully completed testing. The exact rollout approach, including any pilot or controlled launch activities, may be refined during the Inception Phase, provided that the required MVP functionality is available for operational use before the start of the academic year.

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(7) Are the eligibility criteria, scoring weights and quota rules (gender, region, disability, vulnerability) documented in a form that bidders can review during the tender phase, or are these to be finalised solely during the Inception Phase?

A: The supporting documentation provide the current eligibility criteria, scoring approach, and selection principles available at this stage. However, further validation and refinement with stakeholders during the Inception Phase.

(8) The TOR refers to payment integration with CBJ-regulated payment gateways and e-wallet systems. Has Enabel identified the specific gateway(s) and e-wallet provider(s), or will selection form part of the Inception Phase?

A: No specific payment provider has been formally selected at this stage. The payment approach shall be validated and finalized during the Inception Phase in coordination with the relevant stakeholders. Tenderers should therefore propose a flexible and configurable payment integration approach capable of supporting different payment providers and methods.

Technical architecture and hosting

(9) Is the hosting environment decision (cloud, on-premises or hybrid) genuinely open at tender stage, or does Enabel have a preferred or required option, for example in-Jordan hosting for data residency reasons? Moreover, there is always the concern that the Ministry of Digital Economy and Entrepreneurship would not allow integration with governmental systems (specially those that contains personal and sensitive information) unless they have been hosted on the government private cloud, or has undergo a full due diligence on the hosting provider.

A: The final hosting model has not yet been determined. Any hosting, integration, security, or regulatory requirements imposed by relevant government entities will be further assessed during the Inception Phase, and the proposed solution should be flexible enough to accommodate them.

(10) The TOR requires that the system be free of third-party components requiring annual or recurring subscription fees for core functionality. Could Enabel confirm whether this requirement is intended to exclude usage-based infrastructure services such as cloud hosting, managed databases, SMS gateways and email services, given that these are billed on consumption rather than on a per-user or per-feature licence?

A: Yes. The requirement is intended to avoid dependence on proprietary software licenses or recurring subscription fees for core system functionality. It does not preclude the use of operational services such as cloud hosting, managed infrastructure, SMS gateways, email services, payment gateways, or similar consumption-based services, provided that these are clearly identified, justified, and costed separately in the proposal.

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(11) Will Enabel accept a configurable platform-based delivery, where the underlying platform is the contractor's pre-existing intellectual property configured for STEP, provided that all configurations, custom code, data and documentation are delivered under a perpetual, royalty-free licence in Enabel's favour with full source code, and with the right to operate, modify, extend and migrate without further approvals or fees? Clarity on the boundary between the platform IP and the contract deliverables would help us structure both the technical and the legal sections of our proposal correctly.

A: Yes. The requirement is intended to avoid dependence on proprietary software licenses or recurring subscription fees for core system functionality. It does not preclude operational services such as cloud hosting, managed infrastructure, SMS gateways, email services, payment gateways, or similar consumption-based services, provided these are clearly identified, justified, and separately costed where applicable for the full contract duration.

(12) The non-functional requirements specify up to 1,000 concurrent users at peak and 100 applications per minute. Can Enabel confirm whether these targets are measured at the API tier or the front-end tier, and over what window?

A: The figures provided in the TOR are indicative sizing and capacity planning assumptions intended to guide solution design and infrastructure sizing. They are not tied to a specific application layer (front-end, API, or database). Tenderers should propose an architecture capable of supporting the stated volumes under normal operating conditions and should describe any assumptions used in sizing, performance testing, and capacity planning. Detailed performance metrics, testing methodology, and acceptance criteria will be refined during the Inception Phase.

Commercial and pricing

(13) Is there an indicative or maximum budget for the contract that Enabel can disclose, and is there a separate ceiling for the 2028 and 2029 extended SLA lump sums?

A: Enabel does not disclose an indicative budget, maximum contract value, or budget ceilings as part of this procurement procedure. Tenderers are requested to submit their best technical and financial proposal based on the requirements and scope defined in the TOR.

(14) The deliverable payment table lists DL9 as "Year 1 Maintenance & Support 2%, Year 2 4%, Year 3 4%", while the TOR also describes a 12-month complimentary maintenance period commencing on final acceptance. Could Enabel clarify whether Year 1 is the complimentary period (in which case the 2% covers a defined deliverable such as the extended SLA documentation), or whether the payment schedule actually contemplates three paid maintenance years?

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A: The intended contract structure includes the implementation phase followed by three (3) years of maintenance and support services. Year 1 support corresponds to the 12-month warranty and support period commencing upon final system acceptance. Years 2 and 3 represent the extended support and maintenance period. Tenderers should therefore price all three years of support as part of their financial proposal in accordance with the payment schedule and SLA requirements defined in the TOR.

(15) The contract is described as a price-schedule contract with unit prices. For deliverables that are essentially one-off, such as the Inception Report, the MVP, the documentation package and training, how does Enabel wish bidders to structure unit pricing — per deliverable, per phase, or per resource day?

A: Tenderers should structure their financial proposals based on the defined deliverables and milestones (DL1–DL9). The detailed cost breakdown may include resources, effort, and unit rates for information purposes. Evaluation and payment shall be based on the successful delivery and acceptance of the corresponding deliverables as defined in the TOR.

(16) Given that price revision is not allowed under the main contract, will Enabel accept a price escalation clause limited to the 2028 and 2029 SLA period?

A: No. Tenderers are requested to submit fixed prices covering the full contract duration, including the implementation phase and the three-year maintenance and support period.

Eligibility, legal and team

(17) For an international firm partnering with a registered Jordanian entity, what level of partnership does Enabel require? Specifically, is a formal joint venture or written prime/subcontract relationship required, or is a memorandum of partnership sufficient at tender stage, and must the local partner independently satisfy any of the technical experience thresholds?

Yes joint venture is possible, indicating the leading organization, also to confirm that the international organization will pay taxes of Jordan.

(18) The Project Manager and Trainer roles require fluency in both Arabic and English, while the Software Architect role mandates English only. Can the Software Architect role be performed remotely from outside Jordan during implementation, with on-site presence at agreed milestones?

A: Yes, provided that the proposed expert is familiar with the Jordanian context and relevant institutional environment, remains fully available throughout the assignment, and participates in key workshops and milestones as required. Any costs associated with remote or on-site participation shall be included in the tenderer's financial proposal and will not be covered separately by Enabel.

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(19) Are the four named key positions the minimum staffing requirement, or may a single qualified individual cover two roles (for example, Software Architect and Senior Developer) provided the technical proposal demonstrates that the workload and risk are manageable?

A: Tenderers may propose combined roles where justified by the qualifications, experience, availability, and workload of the proposed personnel. The proposed team structure must demonstrate sufficient capacity and expertise to deliver the assignment successfully within the required timeline. Enabel will assess the adequacy of the proposed staffing approach during the technical evaluation.

(20) Will Enabel accept reference projects delivered as part of a consortium, where the bidder was a substantive co-deliverer rather than the prime, towards the requirement for two reference projects in the education, social protection, scholarship management or TVET sectors within the last three years?

A: Yes. Reference projects delivered as part of a consortium, joint venture, or partnership arrangement may be considered, provided that the tenderer clearly demonstrates its role, responsibilities, and substantive contribution to the delivery of the referenced project. Such references will only be considered where sufficient evidence is provided demonstrating successful delivery of work of similar scope, scale, and complexity.

Process

(21) Will Enabel publish the initial SRS and any existing mockups, data models or user research outputs to all bidders prior to the tender deadline, so that methodology and timeline assumptions can be grounded in the same source material?

A: The initial SRS included in the tender documentation is the baseline reference for bidders. The selected Contractor shall validate, refine, and finalize the SRS and related design documents during the Inception Phase before commencing development.

(22) Are clarification questions and Enabel's responses circulated to all bidders, or treated as bilateral between Enabel and the requesting bidder?

A: To ensure transparency and equal treatment of all tenderers, clarification questions and corresponding responses that may affect proposal preparation or interpretation of the tender requirements will be shared with all participating tenderers through the applicable procurement communication channels.