

#	Questions	Answers
1	<p>The RFP states one of the tasks is "The definition of processes and their relationship, officials responsible for their functioning, performance criteria." How many processes (or services) are meant by this? Are there typical processes for services?</p> <p>Related to this is the sentence "Development of a draft of documented procedures and other necessary documents of the management system to ensure its compliance with the requirements of international standards, taking into account the current legislation of the Republic of Uzbekistan." Again, how many procedures and what documents are meant by this? This information is important to estimate the scope of work.</p>	<p>The consultant company must develop procedures for head office (3 departments and 5 divisions), and 5 regional branches and 5 public of service centres.</p> <p>Quality management system has not been introduced in the Agency, and accordingly, no procedures have been developed. Work is being carried out in accordance with Resolutions and Decrees of the President, resolutions of the Cabinet of Ministers, orders of the Ministry of Justice and the Agency, regulations and job descriptions. The consulting company defines and develops procedures based on the organizational structure of the company, therefore it is indicated as the volume of work of the Central Office (3 departments and 5 divisions), and 5 regional branches and 5 Public Service Centers. (The organization structure of the Agency, regional branches and Public Service Centers is given in No. PP 3430 dated 12.12.2017).</p>
2	<p>The document seems to state that the winner will conduct the following:</p> <ul style="list-style-type: none"> conducting a preliminary internal audit; preparation of an audit report; providing methodological assistance in eliminating identified inconsistencies according to the results of internal audits; preparation of materials for analysis by senior management." <p>Is this understanding correct?</p>	<p>The total amount of work includes:</p> <ul style="list-style-type: none"> an analysis of the existing management system of the company (how many management system); an analysis of the documents of the existing management system; an analysis of the implementation of existing documents; development of procedures; advising specialists on the implementation of developed procedures; explaining developed procedures to the staff of head office, 5 regional branches and 5 public service centres; assistance presentation of the results of internal audits; assistance in eliminating identified inconsistencies based on the results of internal audits; consulting support during the certification audit. <p>A complete list of work is given, as the question does not take into account the weight of the workload.</p>
3	<p>3. In Stage 4 the task is stated as "Consulting support during the certification audit of the Customer's management system for compliance with the requirements of ISO 9001 and ISO 27001." But Result 4 seems to imply that the end result is not the consulting support itself, but ISO 9001 and ISO 27001 certificates. Does it imply that the output will not be considered complete until the Agency does not get certified?</p>	<p>Consulting company leads during the certification audit, as also responsible for the correctness of the implemented system. The work is considered completed only after receiving the ISO certificates.</p>