



User Manual

Vendor

Classification for

ICT Sector

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1. Introduction

This is the ICT vendor classification user manual, part of the Digital Government Cluster (DGC), under the patronage of the Digital Government Authority (DGA). This manual was created to assist ICT vendors in interacting with the DGC portal, as it specifically highlights the technical classification service available on the portal and explains how to use it to help vendors achieve the desired benefits.

2. The Digital Government Cluster (DGC)

The Digital Government Authority has launched the Digital Government Cluster for digital government suppliers. This cluster serves as a link between the public and private sectors, particularly small and medium-sized enterprises (SMEs). It provides a common platform for sharing news and developments in digital government and its investment opportunities, along with a database of suppliers of digital government services, allowing these enterprises to become visible to government entities. The cluster offers a unified channel for interaction between digital government and suppliers. The services provided within the cluster include localising supply chains, increasing the contribution of SMEs in digital government procurement, creating billion-dollar companies, and enhancing the impact on the digital economy through access to funding and incentives, incubators and accelerators, and information on future digital government demand. It also includes training and development to enhance the capabilities of digital government suppliers in priority areas such as cloud computing, emerging technologies, and software, and connecting SMEs with government entities, major local companies, global companies, and investors.

3. Vendor Classification

The vendor classification module will allow the Kingdom of Saudi Arabia to evaluate local ICT vendors' technical qualifications and performance. A technical evaluation, conducted by DGA, will enable governmental entities to quickly identify top-tier local vendors, while simultaneously pushing these local vendors to grow and expand their business functions. Furthermore, The Ministry of Municipalities and Housing (MOMAH) will be able to merge DGA technical classification with the financial ability to obtain the overall classification certificate which reflects both the technical classification and the financial classification of local vendors.

4. Partnership between DGA and MOMAH

Prior to submitting a technical classification request on MOMAH portal, the vendor must first get a technical classification on the DGC portal. MOMAH will then pull the vendor technical classification results from DGA.

In the event that the vendor submits a classification application through MOMAH directly, MOMAH will check to see if the vendor has already received a technical certificate from the Digital Government Authority. If this is the case, the vendor will be permitted to submit the application. However, if it emerges that they failed to submit a classification application to the DGA, MOMAH will then alert the vendor of the requirement to first get a technical classification from DGA before applying for general classification with MOMAH.

5. Vendor Login and Navigation



Figure 1 (Sign in Page)

1. **Sign in:** The user should first log in into the portal www.dgc.dga.gov.sa

Figure
2 (Sign
In from

KSA/National ID or Iqama ID)

1. **Company with a KSA CR:** The vendor should select this option if they are registered as a local vendor, operating in the KSA, with a valid CR number.
2. **Company without a KSA CR:** The vendor should select this option if they are registered as an international company, operating outside the KSA, with no valid CR number.
3. **National ID or Iqama:** The local vendor should enter their National ID or Iqama ID.
4. **Password:** The local vendor should use the password they used to register.
5. **Sign in button:** The vendor can sign in to the portal by clicking on the sign in button.

Discover.
Advertise.
Invest.

Keep in step with the KSA's digital transformation. Become a vendor of digital products & services for KSA government

Sign In

If you are a registered local vendor and haven't added your National ID, select the option "Company without a KSA Unified National Number" below and log in to complete the form.

Company with a KSA Unified National Number Company without a KSA Unified National Number

1 نفاذ National ID or Iqama ID *

2 Password *

[Forgot Password?](#)

3 **Sign In**

Not registered? [Join here](#)

Figure 3 (Sign in from outside KSA/ Business email and password)

1. **Business email:** The vendor should use the email address they used to register.
2. **Password:** The vendor should use the password they used to register.
3. **Sign in button:** The vendor can sign in to the portal by clicking on the sign in button.



Figure 4 (Starting point for technical classification)

1. **Vendor Technical Classification:** The vendor should navigate to the Technical Classification Module in order to access the classification.

Once the vendor clicks on Technical classification module, and in case he does not have a CST certification, the following error message will appear:



6. Classification Wizard

The classification wizard is comprised of the steps presented below leading to the submission of the classification request.

6.1. Terms & Conditions

The screenshot shows the 'Vendor Technical Classification' wizard interface. The current step is 'Introduction and Agreement'. The main content area is titled 'Become a Certified Vendor' and contains the following text:

1
2

I agree on the terms above

[Access help materials](#)

[Start](#)

Figure 5 (Approval of Terms and Conditions)

The vendor must thoroughly read the classification introduction and the Terms and Conditions.

1. **I agree on the terms above:** The vendor must agree to the Terms and Conditions in order to proceed with the classification request.
2. **Access help materials:** Once clicked, the vendor will be redirected to a page that provides additional information and notes to assist in the classification process.

6.2. Categories & Activities

The screenshot displays the 'Vendor Technical Classification' interface. The main heading is 'Vendor Technical Classification'. Below it, there are four steps in a progress bar: 'Introduction and Agreement' (completed), 'Retrieved Activities and Categories' (active), 'Select Value Chains', and 'Fill Questionnaires and Submit'. A message states: 'The following Categories and Activities have been retrieved from the Ministry of Commerce based on Saudi Commercial Registry Info (Unified National Number) which you provided during the registration process.' Below this message, there is a table with the following data:

Category	Activity	ISIC Code
Hardware	End user devices	62010Z

At the bottom right of the table, there is a button labeled 'Select Value Chains' and a status indicator '1 activity retrieved'.

Figure 6 (Review of retrieved categories and activities based on the CR)

1. **Categories and Activities:** The vendor can view the Categories and Activities retrieved from the CR.
2. **ISIC4 activity codes:** The vendor can see the ISIC code of each retrieved activity under each category.
3. **Activities:** These Activities have been retrieved from the Ministry of Commerce based on the vendor's CR number provided in the registration process.
4. **Select value chains button:** The vendor should click on the select value chains button to proceed with the classification process.

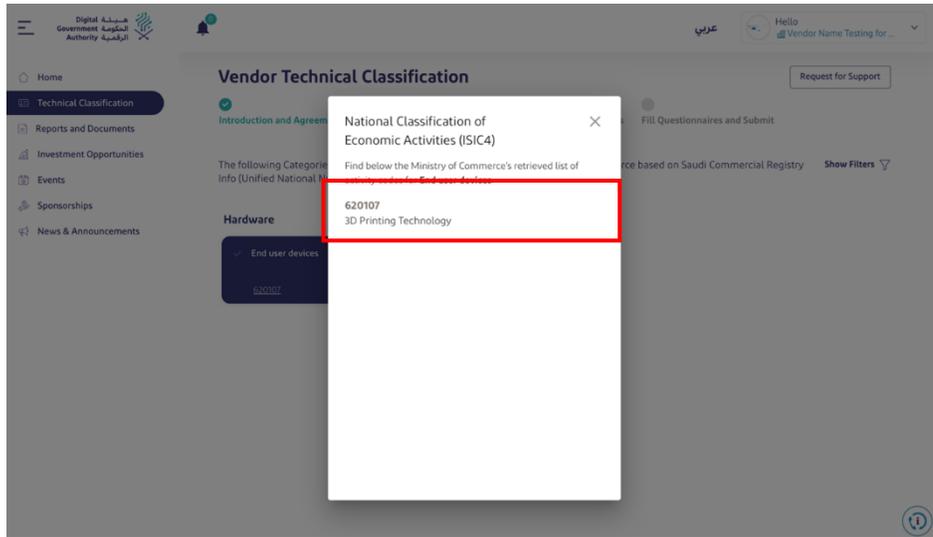


Figure 7 (ISIC4 Codes Dialogue)

ISIC4 and Activities: The vendor can see each ISIC code for each activity retrieved from the Ministry of Commerce through the CR.

6.3. Value Chains

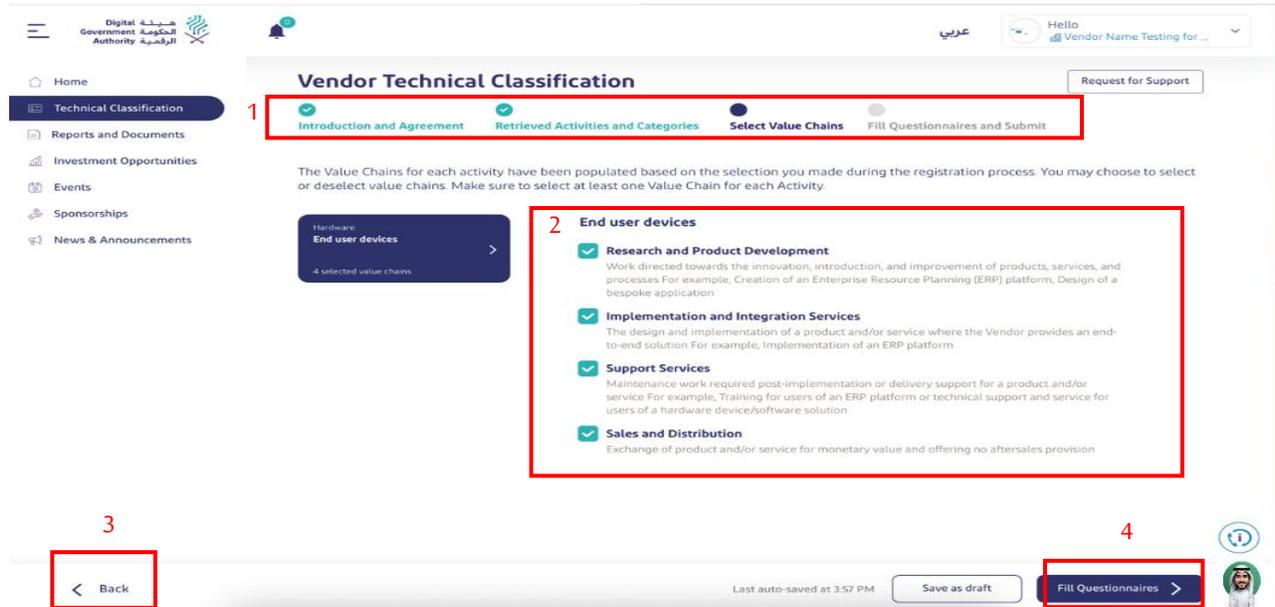


Figure 8 (Review retrieved value chains)

1. **Instruction:** The vendor should check and select from the retrieved Value Chains for each activity.
2. **Value chains:** These Value Chains have been retrieved from the registration process based on the vendor’s selection and can be edited by the vendor.
3. **Back button:** The vendor can also navigate back to the previous screen by clicking on the back button.
4. **Fill questionnaire button:** The vendor should click on fill questionnaire to proceed with the classification process.

6.4. Questionnaire

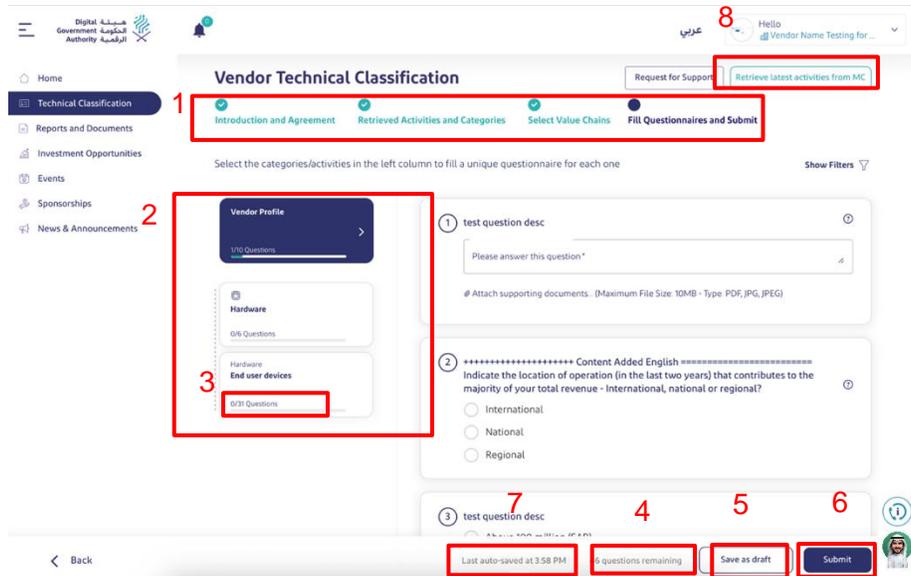


Figure 9 (Answering the Questionnaire)

The vendor can now begin filling out the classification questionnaire.

1. **Filter Bar:** The vendor can utilize the filters in order to view specific questions.
2. **Category and Activity Cards:** The vendor can view the cards for each Category and Activity, as well as a card for the vendor profile. Each card represents an independent form that is required in order to complete the questionnaire.
3. **Progress Bar:** The vendor can view their progress in each form at the bottom of each card.
4. **Remaining Questions:** The vendor can also view the number of remaining questions in the screen's footer.
5. **Save as Draft Button:** The vendor can choose to manually save as a draft in order to retain any answers already entered.

6. **Submit Button:** Once complete, the vendor may submit the questionnaire for review and scoring.
7. **Last Auto-Save:** The system will display the date and time of the last time the questionnaire was saved.
8. **Retrieve latest activities from MC:** The vendor can retrieve their latest ICT activities from MC.

6.4.1 Retrieve Latest Activities from MC

After the vendor should click on the **Retrieve latest activities from MC** button.

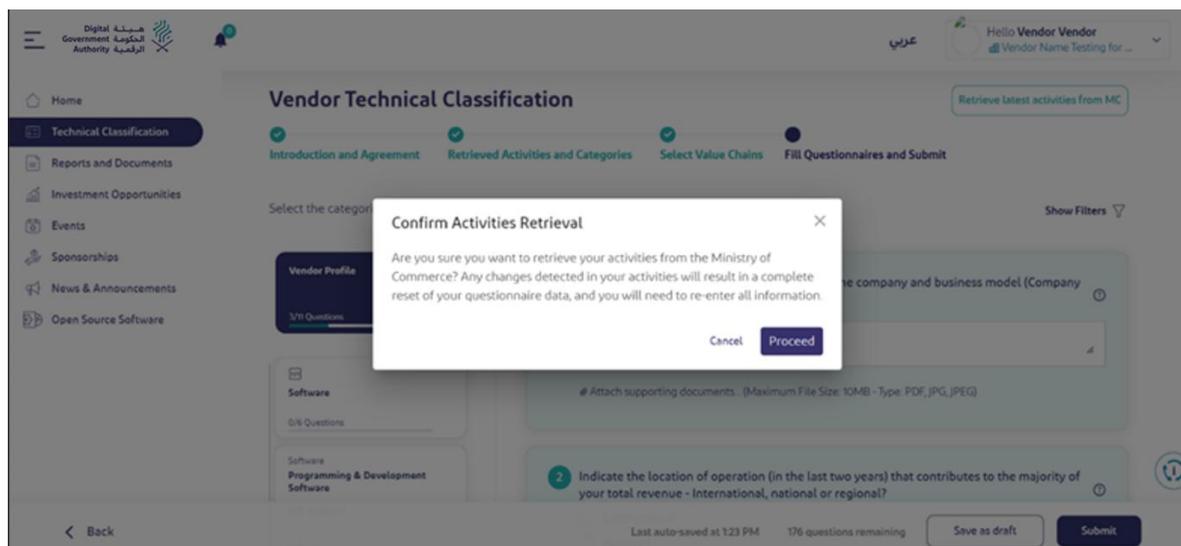


Figure 10 (Retrieve Latest Activities from MC)

1. **Proceed button:** By clicking this button, the vendor confirms to retrieve the latest ICT activities from MC.

6.5 Question Types

6.5.1 Free text questions



1 How would you define your organisation's structure and business model? ⓘ

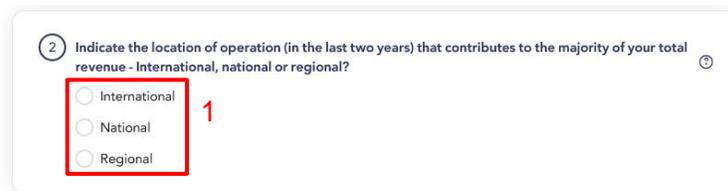
2

3 ⓘ Attach supporting documents...

Figure 11 (Answering the Questionnaire / Free Text)

1. **Tooltip:** The vendor can follow instructions for guidance on the question requirements.
2. **Text Box:** The vendor can utilize the tooltips available on all questions, in order to further understand the requirements of the question.
3. **Attach Supporting Documents:** Some questions support adding attachments, in the above case, the attachment is optional.

6.5.2 Multiple choice questions



2 Indicate the location of operation (in the last two years) that contributes to the majority of your total revenue - International, national or regional? ⓘ

International

National

Regional

Figure 12 (Answering the Questionnaire / Multiple Choice)

1. **Choices:** It is up to the vendor to select the option that corresponds to their company's operations.

6.5.3 Hybrid Questions

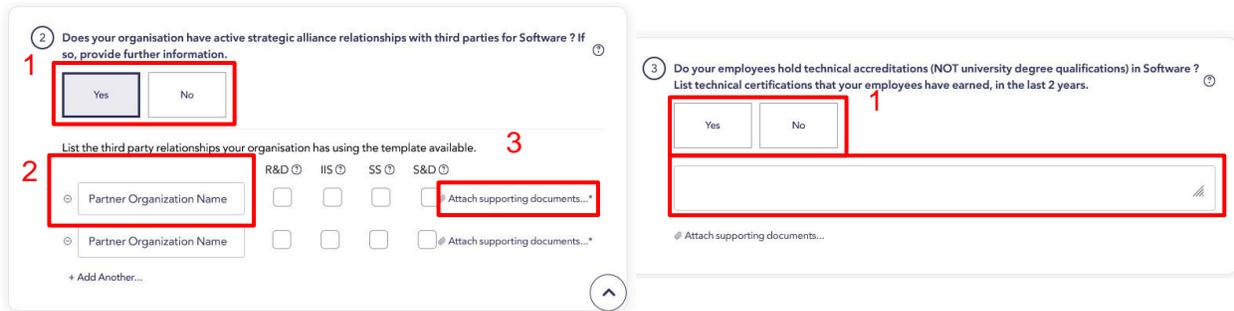


Figure 13 (Answering the Questionnaire / Hybrid Questions)

Hybrid questions are multi-tiered questions.

1. **Yes/No:** In the above examples, the vendor must first answer a yes/no question before adding a free text input or filling in the required fields.
2. **Required Attachment:** The example above shows a case where the attachment is required as demonstrated by the asterisk “*”.
3. **Add Another:** The vendor may choose to add additional rows to some questions as shown above.

6.5.4 Template Questions

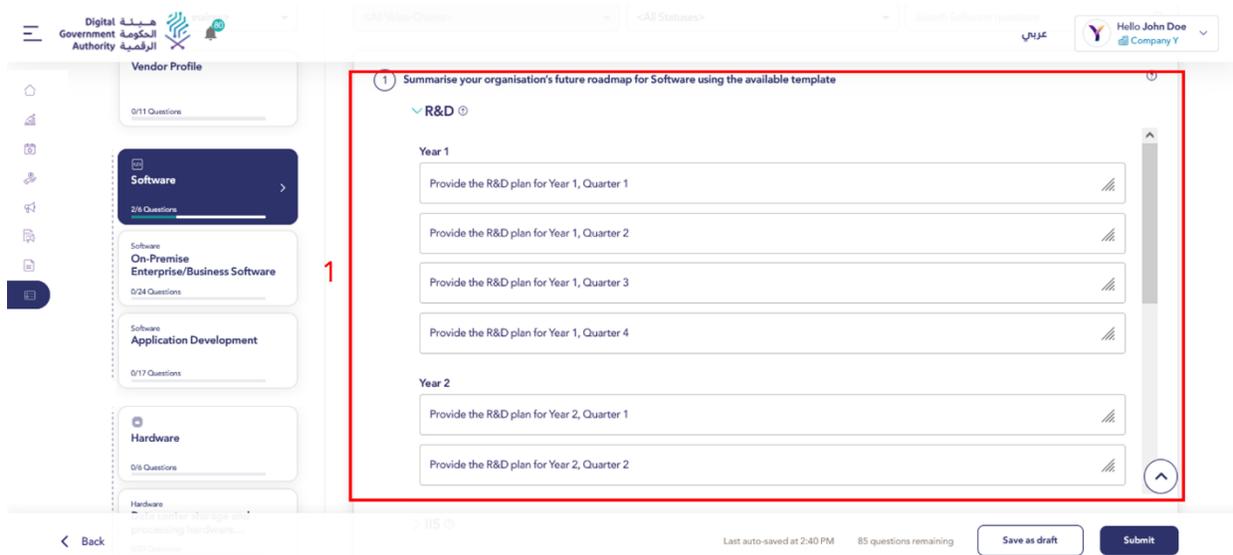


Figure 14 (Answering the Questionnaire / Template Questions)

Template questions are somewhat complex questions that require the vendor to answer accurately following the provided template on the portal.

1. **Text:** The above example requires the vendor to provide a brief growth plan for all value chains across all quarters for the upcoming three years.

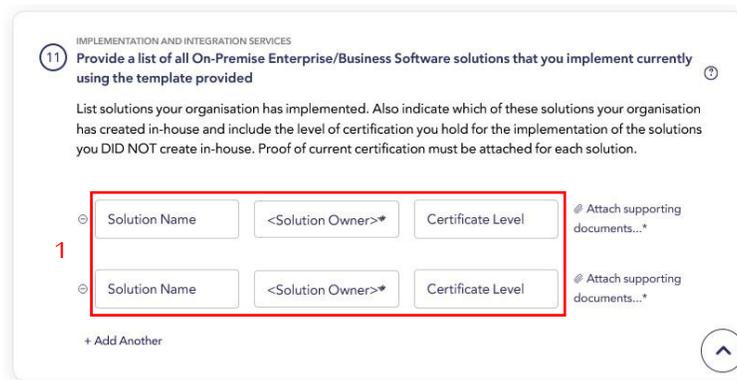


Figure 15 (Answering the Questionnaire / Template Questions)

1. **Field Labels:** Fields are populated with descriptive labels to help the vendor better provide answer.

6.6 Submission

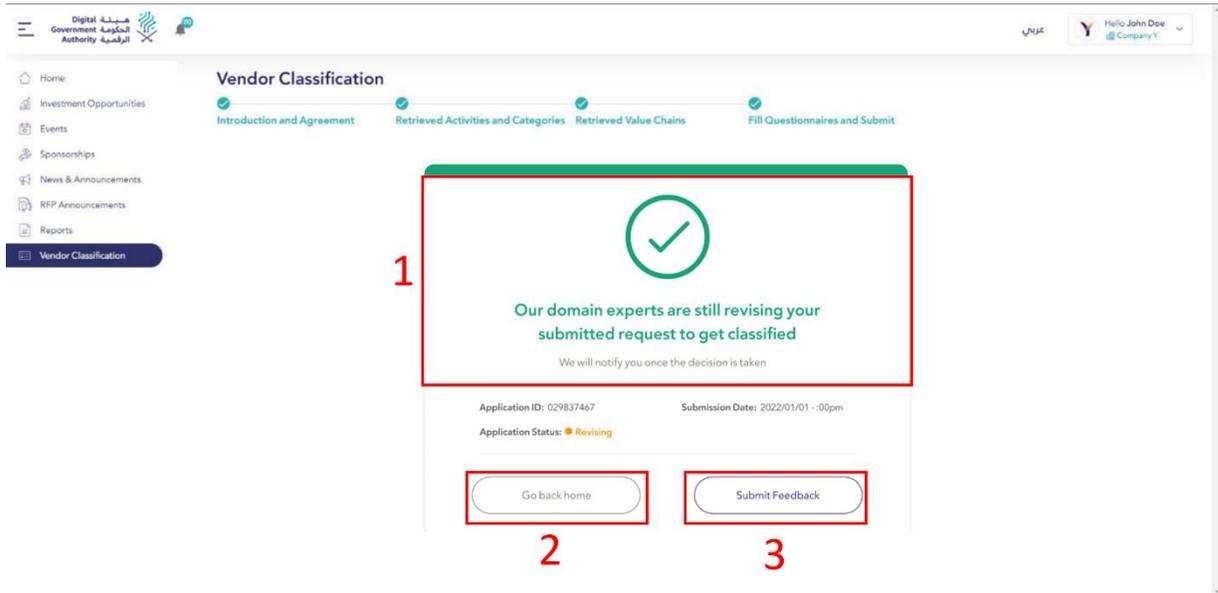


Figure 16 (Successful Submission Page)

1. **Message: Once submitted,** the vendor will see a message confirming the submission of the questionnaire.
2. **Go back home Button:** Furthermore, the vendor will see their application ID, Submission date, and application status.
3. **Submit Feedback:** The vendor will be able to submit his feedback by clicking on this button.

6.7 Technical Classification Certificate

The screenshot displays the 'Vendor Technical Classification' interface. At the top, there is a navigation menu with options like Home, Technical Classification, Reports and Documents, Investment Opportunities, Events, Sponsorships, and News & Announcements. The main content area shows a 'Vendor Technical Classification' summary with a 'Tier 3' badge (Final Classification Score: 65) and a 'Hardware' category with a 'Silver' rating. Below this, there are two main sections: 'Technical Classification Certificate' and 'Qualitative Performance Indicators'. The 'Technical Classification Certificate' section includes an 'Open Certificate' button. The 'Qualitative Performance Indicators' section includes a 'View Details' button. A footer link at the bottom of the dashboard reads: 'Proceed with your financial classification or download your certificate on Ministry of Municipalities and Housing – Balady Platform >>'. Red boxes and numbers 1-4 highlight these key elements: 1 points to the Tier 3 badge, 2 points to the Open Certificate button, 3 points to the View Details button, and 4 points to the footer link.

Figure 17 (Certificate Summary)

A certified vendor will be able to view the below:

1. **Certificate Summary:** The vendor can see their total achieved score and their score for each category.
2. **Open Certificate button:** By clicking this button, the vendor will be able to view their Technical Classification Certificate.
3. **View Details button:** By clicking this button, the vendor will be able to view their Qualitative Performance Indicators.
4. **Balady platform link:** By clicking this button, the vendor will be redirected to the Balady platform.



Figure 18 (DGA Technical Certificate)

The Technical Classification Certificate highlights the vendor's achieved tiers following the evaluation, review and scoring process.

1. **Activities and Value Chains:** Activities and Value Chains the vendor qualified for will also be shown on the certificate.
2. **Categories:** Each Category the vendor is classified for will be shown on the certificate.
3. **Total Score:** A Technical Tier and/or Final Technical Score will be shown.

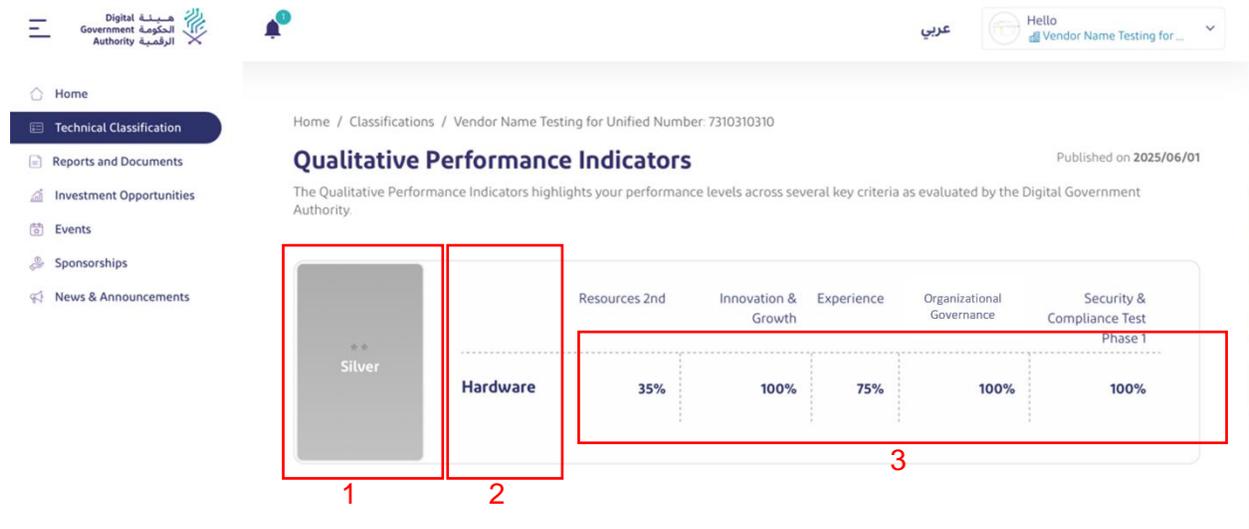


Figure 19 (Qualitative Performance Indicators)

The Qualitative Performance Indicators highlight the vendor's performance based on multiple metrics.

1. **Tier:** Tiers that the vendor was able to achieve.
2. **Categories:** The categories under which the vendor operates.
3. **Scores:** Percentage based scores divided into 5 metrics that help the vendor better understand their score.

6.8 Classification Update

The screenshot shows the 'Vendor Technical Classification' interface. On the left is a sidebar with navigation items: Home, Technical Classification, Reports and Documents, Investment Opportunities, Events, Sponsorships, and News & Announcements. The main content area features a 'Tier 3' badge with a 'Final Classification Score 65'. Below the badge are two main sections: 'Technical Classification Certificate' and 'Qualitative Performance Indicators'. The 'Update Certificate' button is highlighted with a red box and a red '1' next to it. At the bottom, there is a call to action: 'Proceed with your financial classification or download your certificate on Ministry of Municipalities and Housing – Balady Platform >>'.

Figure 20 (Technical Classification Screen)

1. **Update Certificate button:** The vendor can choose to update their certificate in case there is any change to their categories, activities, or value chains.

Note 1: A vendor can only request an update 3 months after the issuance of the Technical Classification certificate.

Note 2: If classification update is initiated prior to certificate renewal period but does not complete until final 3 months of certificate validity, the update will be treated as a renewal. For example: If Vendor A starts Classification Update 5 Months before classification expiry but only submits and it is approved by DGA 1 month before classification expiry, then this classification update request will be treated as a classification renewal.

Note 3: The vendor can't update his Technical Classification certificate if he does not have a CST certification, and the following error message will appear:



CST Certification required for classification update or renewal

You must obtain a valid CST certification in order to proceed with your technical classification next update or renewal. Please register on the [CST Platform](#).

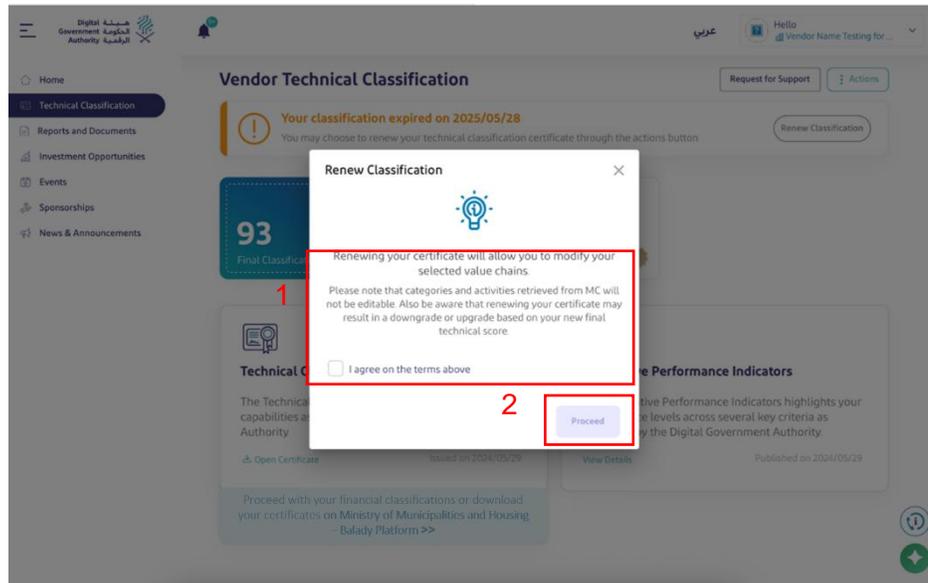


Figure 21 (Update Certificate Dialogue)

- Disclaimer:** The vendor must read the disclaimer carefully to understand what an update is.
- Ok button:** By clicking this button, the vendor proceeds to the Technical Classification service wizard to update their certificate.

7. Classification Status

7.1. Not Qualified Vendor

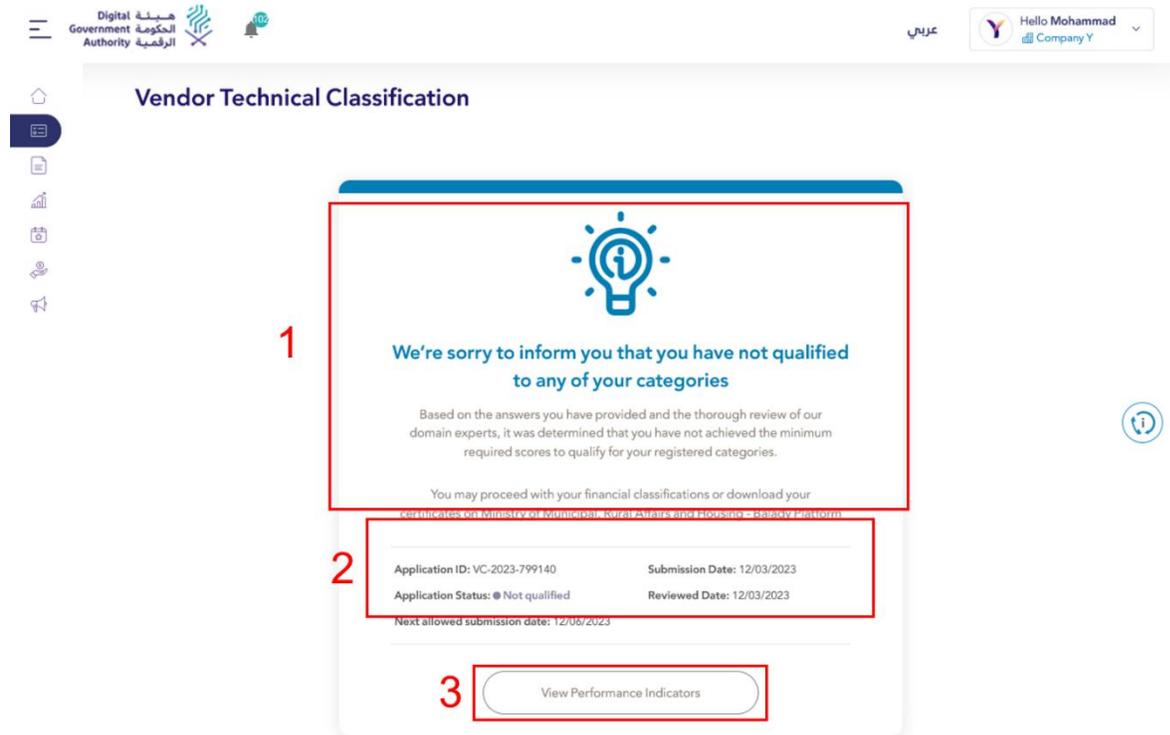


Figure 22 (Not Qualified Vendor Screen)

A vendor who did not qualify to any of their categories will see the following details:

1. **Info box:** Not qualified vendors will see an information box, notifying them of their status.
2. **Application Info:** Not qualified vendors will see the information related to their latest classification request.
3. **View Performance Indicators button:** By clicking this button, not qualified vendors can view the qualitative performance indicators.

7.2. Stopped Vendor

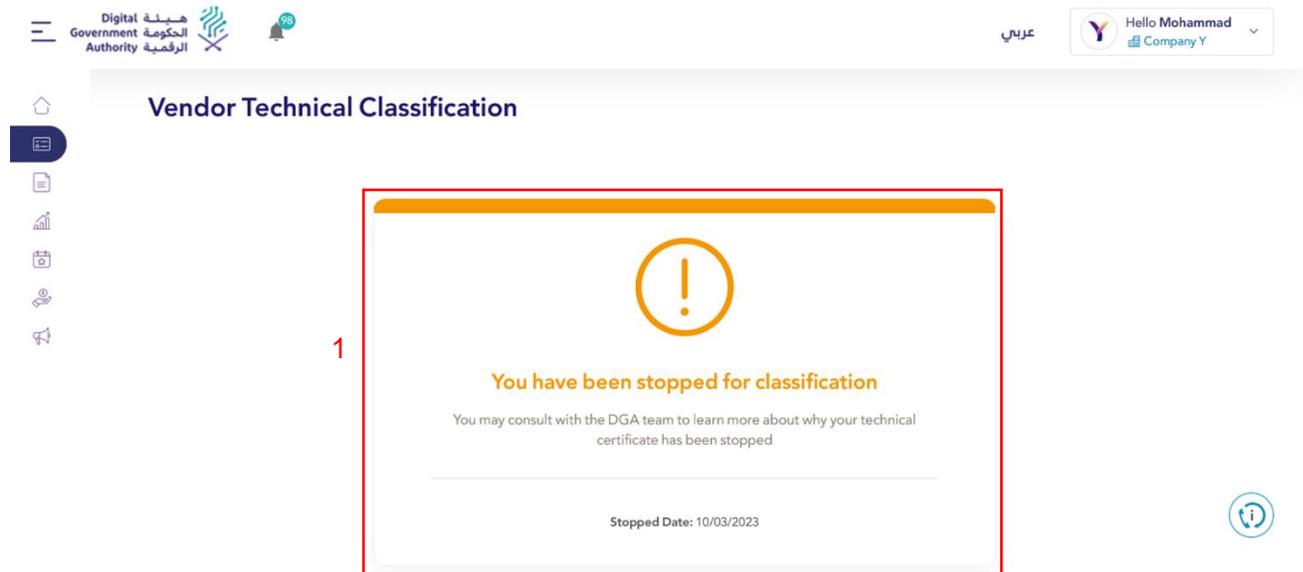


Figure 23 (Stopped Vendor Screen)

1. **Info box:** Stopped vendors will see an information box, notifying them of their status, and showing them the stop date.

Note: A stopped vendor will not be able to initiate a classification request until they are re-enabled by the DGA.

عزيزنا Mohammad

يسعدنا إعلامكم باننا أعدنا تمكينكم من الحصول على التصنيف الفني مرة أخرى. ونظراً
لكونكم من أهم المفاضلين لدينا، نود تشكركم بأهمية تقديم طلبكم للحصول على شهادة تصنيف
جديد.

نتفهم أن هذه العملية قد تستغرق وقتاً طويلاً، ولكننا نسمى دائماً للتأكد من مطابقة جميع
المفاضلين لمعاييرنا الخاصة بالتصنيف الفني.

يمكنكم تقديم طلب التصنيف الفني الخاص بكم من هنا.

نشكركم على تعاونكم وتطلعكم معنا للعمل معكم.

Dear Mohammad ,

We are pleased to inform you that we have re-enabled you for technical classification. As a valued vendor, we would like to remind you of the importance of submitting your request to acquire a new classification certificate.

We understand that this process be time-consuming, but it is necessary to ensure that all vendors meet our standards for technical classification.

To submit your technical classification request, please [click here](#).

We thank you for your cooperation and look forward to working with you again soon.

Figure 24 (Re-enable Email)

Once a vendor is re-enabled, they will be notified by email so that they may access the classification service and begin the process again.

7.3. Revoked Vendor

The screenshot displays the 'Vendor Technical Classification' interface. At the top, there is a navigation bar with the Digital Government Authority logo, a notification bell, and a user profile dropdown. The main content area is titled 'Vendor Technical Classification' and includes a 'Request for Support' button and an 'Actions' menu. A prominent red-bordered notification box (labeled '1') contains a warning icon and the text: 'Your certificate has been revoked on 2025/06/01. You may consult with the DGA team to learn more about why your technical certificate has been revoked.' Below this, the user's classification is shown as 'Tier 4' with a 'Final Classification Score: 53'. To the right, there is a 'Hardware' category with an 'Entry' button. The 'Technical Classification Certificate' card (labeled '2') features a 'Revoked' tag and a 'Tier 4' badge. It includes a description of the certificate, an 'Open Certificate' link, and the issue date '2025/06/01'. A call to action at the bottom of this card reads: 'Proceed with your financial classification or download your certificate on Ministry of Municipalities and Housing – Balady Platform >>'. To the right, the 'Qualitative Performance Indicators' card provides a description and a 'View Details' link, with a publication date of '2025/06/01'. A help icon is visible in the bottom right corner.

Figure 25 (Revoked Vendor Screen)

1. **Revoked ribbon:** Revoked vendors will see a ribbon, notifying them of their status, and showing them the revoke date.
2. **Revoked tag:** Revoked vendors will see a revoked tag on their certificate card, highlighting their certificate status.

عزيزنا محمد،

يسعدنا إعلامكم بأننا أعدنا تمكينكم من الحصول على التصنيف الفني مرة أخرى. ونظرًا لكونكم من أهم الموردين لدينا، نود تشكركم بأهمية تقديم طلبكم للحصول على شهادة تصنيف جديد.

نتفهم أن هذه العملية قد تستغرق وقتًا طويلاً، ولكننا نسمى دائما للتأكد من مطابقة جميع الموردين لمعاييرنا الخاصة بالتصنيف الفني.

يمكنكم تقديم طلب التصنيف الفني الخاص بكم من هنا.

تشكركم على تعاونكم وتطلعكم لهذا للعمل معكم.

Dear Mohammad ,

We are pleased to inform you that we have re-enabled you for technical classification. As a valued vendor, we would like to remind you of the importance of submitting your request to acquire a new classification certificate.

We understand that this process be time-consuming, but it is necessary to ensure that all vendors meet our standards for technical classification.

To submit your technical classification request, please [click here](#).

We thank you for your cooperation and look forward to working with you again soon.

Figure 26 (Re-enable Email)

Once a vendor is re-enabled, they will be notified by email so that they may access the technical classification service and begin the process again.

7.4. Expired Vendor

The screenshot displays the 'Vendor Technical Classification' interface. At the top, there is a navigation menu with 'Home', 'Technical Classification', 'Reports and Documents', 'Investment Opportunities', 'Events', 'Sponsorships', and 'News & Announcements'. The main content area features a 'Vendor Technical Classification' header with 'Request for Support' and 'Actions' buttons. A prominent yellow warning banner (1) states: 'Your classification expired on 2025/05/28. You may choose to renew your technical classification certificate through the actions button.' To the right of this banner is a 'Renew Classification' button (3). Below the banner, a blue box shows the 'Final Classification Score: 93'. Two cards represent 'Cloud' (Platinum) and 'Software' (Gold). A 'Technical Classification Certificate' card (2) shows a score of 93 and an 'Expired' tag. Below it, a 'Qualitative Performance Indicators' card is visible. At the bottom, a blue banner provides instructions: 'Proceed with your financial classification or download your certificate on Ministry of Municipalities and Housing – Balady Platform >>'. The interface is in Arabic, with 'عربي' in the top right corner.

Figure 27 (Expired Vendor Screen)

1. **Expired ribbon:** Expired vendors will see a ribbon, notifying them of their status, and showing them the expiry date.
2. **Expired tag:** Expired vendors will see an expired tag on their certificate card, highlighting their certificate status.
3. **Renew Classification button:** Expired vendors can choose to renew their Technical Classification Certificate. (If the vendor doesn't have a CST certification, he won't be able to renew the classification and the renew button won't appear).

Note 1: Vendors can start renewing their certificate 3 months prior to the expiration date.

Note 2: All classification drafts (including Update) will be valid for 90 days only and automatically delated by the system after this period.

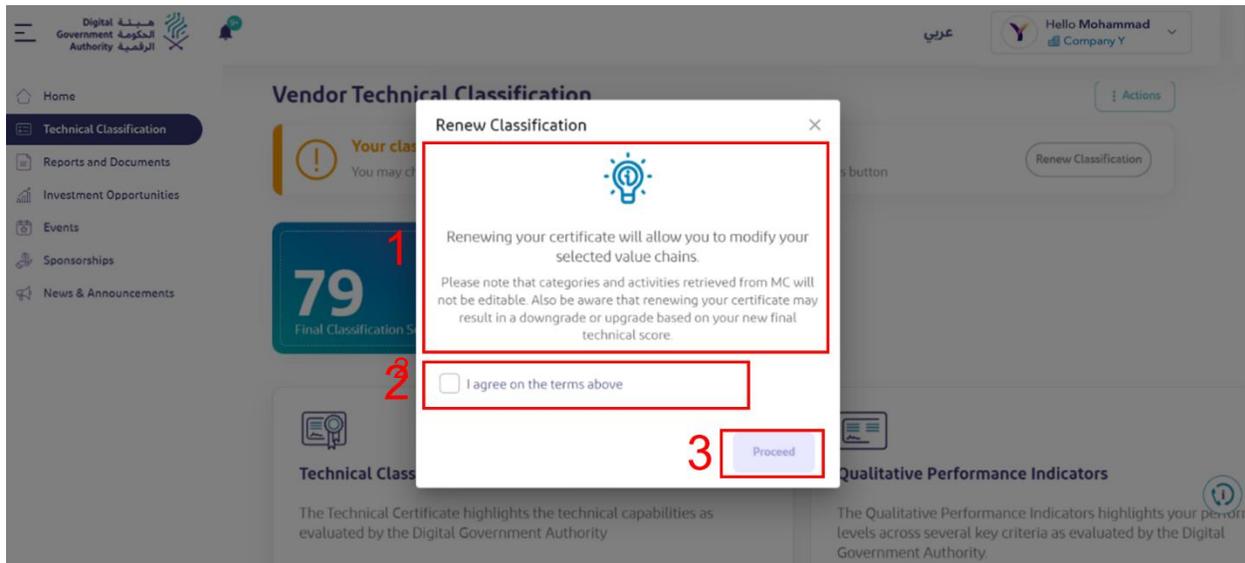


Figure 28 (Renew Classification Dialogue)

1. **Disclaimer:** The vendor must read the disclaimer carefully to understand how to renew their certificate.
2. **I agree checkbox:** The vendor must check the checkbox after reading the disclaimer in order to continue.
3. **Proceed button:** Once the terms have been accepted, the vendor can click on this button to proceed to the technical classification wizard.

8. Terms and Definitions

The following words and expressions, wherever mentioned in this Policy, shall have the meanings assigned to each of them, unless the context otherwise requires:

Definition	Term
Authority	Digital Government Authority.
Digital government	Supporting administrative, organizational, and operational processes within and between government sectors to achieve digital transformation, develop, improve and enable easy and effective access to government information and services.
Governmental entities	Ministries, public authorities and institutions, national councils and centres, and its subsidiaries.
Vendor	A natural or legal person who is legally authorized to carry out - individually or jointly - the execution of government contract.
Category / Categories	The six digital Categories shown in the Authority's digital Categories classification: hardware - software - networks and communications - cloud computing - emerging technologies - technical professional services in the field of communications and information technology.
Activity / Activities	A type of subsidiary business in a category.
Final Technical Score	The total technical result obtained by the Vendor when evaluating them technically.
Financial Classification	The financial evaluation of Vendors prepared by the Ministry of Municipalities and Housing.
National Classification of Economic Activities (ISIC4)	A guideline that unifies the description of economic activities for each sector and economic Activity, within a unified classification and code. The (National Classification for the Economic Activities) stems from the International Standard Industrial Classification of All Economic Activities in the Kingdom of Saudi Arabia - (ISIC4) issued by the Economic and Social Council of the United Nations.
Portal	The electronic Portal managed by the Digital Government Authority (Digital Government Cluster (DGC)).
Questionnaire	An approved set of questions in the Portal, which consists of 4 levels, as following: The first level: questions related to the company's profile. The second level: questions related to categories. Third level: questions related to activities. Fourth level: questions related to the value chain.

Sign in	Register in the Portal (Digital Government Cluster (DGC)).
Technical Classification	Technical evaluation of the Vendor's technical capabilities by the Authority, in accordance with the National Classification of Economic Activities (ISIC4), which includes the relevant Categories and activities, and the levels of the value chain.
Technical Classification Certificate	The certificate issued by the Authority, which summarizes the results of the Technical Classification of the Vendor.
Technical Qualification	The technical evaluation of vendor capabilities by the Authority using questioner to be deemed qualified or not qualified in each value chain that he has chosen for each Activity.
Value chain	<p>The process by which a vendor adds value to a product or service, including (research, development, and innovation), (implementation and integration services), (support services), and (sales and distribution).</p> <p>The four levels of the value chain are:</p> <p>1- Research, Development, and Innovation (RDI) – focusing on innovation, research and development, and improvement of products, services, and processes. For example, creating an ERP platform.</p> <p>2- Implementation and Integration Services (IIS) - Design and implementation of a product and/or service where the Vendor provides end-to-end solutions. For example, the implementation and customization of ERP system.</p> <p>3- Support Services (SS) - Maintenance work required after implementation or delivery support of a product and/or service. For example, maintain ERP platform or technical support and service for hardware/software users.</p> <p>4- Sales and Distribution (S&D) – selling and exchanging products or services for cash value, for example, selling licenses to an ERP platform or selling and distributing hardware to users.</p>

9. Abbreviations

Definition	Term
DGA	Digital Government Authority.
MOMAH	Ministry of Municipalities and Housing
ISIC4	National Classification of Economic Activities
ERP	Enterprise Resources Management
CR	Commercial Register
RDI	Research, Development, and Innovation
IIS	Implementation and Integration Services
SS	Support Services
S&D	Sales and Distribution

10. Appendix A

10.1. List of ICT Technical Classification Questions & Tool Tips

Question	Level	Question	Tool Tip	Quality Performance Indicators
L10001	Level 1 – Vendor Profile	Please provide the organisation's structure of the company and business model (Company profile).	<ul style="list-style-type: none"> Specify the number of countries and region your organisation operates from. Specify the ownership model of the organisation, i.e. Sole proprietorship, partnership, limited, etc. Specify the type of structure and governance e.g. centralised, decentralised, functional etc and describe your organisations hierarchy. Specify your business model e.g. Product manufacturing, implementation partners, support, sales or resales. Highlight the key objectives of your organisation. Provide any attachments to support your submission. E.g., an organogram showing your company structure. 	Organisational Governance
L10002	Level 1 – Vendor Profile	Please indicate your highest level of contract delivered in the last two years. For example, do you operate internationally, nationally or regionally?	<ul style="list-style-type: none"> International refers to product/service operations in different nations. National refers to product/service operations across multiple regions within KSA. Regional refers to product/service operations within a particular region of KSA. 	Experience
L10003	Level 1 – Vendor Profile	Please indicate your highest level of public sector contract delivered in the last two years. For example, do you operate internationally, nationally or regionally?	<ul style="list-style-type: none"> International refers to product/service operations within public sector in different nations. National refers to product/service operations within public sector across multiple regions within KSA. Regional refers to product/service operations in public sector within a particular region of KSA. Select 'None of the above' if you do not have any experience in the public sector. 	Experience
L10004	Level 1 – Vendor Profile	Please indicate the revenue of your highest cumulative value for an account within the KSA for the last financial year	Not applicable.	Resources
L10005	Level 1 – Vendor Profile	In the last 3 years, has your organisation suffered a deduction of fees or other payments as a consequence of failure to perform a contract or had to pay liquidated or other damages in respect of a failure to perform to the terms of a contract in the KSA? Please provide additional information.	<ul style="list-style-type: none"> Describe the event in detail including amount/penalty, date and location. Also provide any additional information regarding mitigating actions taken to prevent the same event from occurring again. Note that DGA will conduct due diligence and if any incorrect information is supplied by a vendor, DGA may refuse the vendor the classification. 	Organisational Governance
L10006	Level 1 – Vendor Profile	In the last 3 years, has your organisation had a situation where a contract was NOT renewed due to failure to	<ul style="list-style-type: none"> Describe the event in detail including amount/penalty, date and location. Also provide any additional information regarding mitigating actions taken to prevent the same event from occurring again. 	Organisational Governance

Question	Level	Question	Tool Tip	Quality Performance Indicators
		perform to the terms of the Contract in the KSA? Please provide additional information if required.	<ul style="list-style-type: none"> Note that DGA will conduct due diligence and if any incorrect information is supplied by a vendor, DGA may refuse the vendor the classification. 	
L10007	Level 1 – Vendor Profile	In the last 3 years, has your organisation ever been subjected to court/legal arbitration or alternative dispute resolution as a result of works/services carried out by your organisation in the KSA? Please provide additional information if required.	<ul style="list-style-type: none"> Describe the event in detail including amount/penalty, date and location. Also provide any additional information regarding mitigating actions taken to prevent the same event from occurring again. Note that DGA will conduct due diligence and if any incorrect information is supplied by a vendor, DGA may refuse the vendor the classification. 	Organisational Governance
L10008	Level 1 – Vendor Profile	In the last 10 years, has any director, partner, associate or your company secretary been convicted of a criminal offence relating to the conduct of their role in the organisation or their profession? Please provide additional information if required.	<ul style="list-style-type: none"> Describe the event in detail including amount/penalty, date and location. Also provide any additional information regarding mitigating actions taken to prevent the same event from occurring again. Note that DGA will conduct due diligence and if any incorrect information is supplied by a vendor, DGA may refuse the vendor the classification. 	Organisational Governance
L10009	Level 1 – Vendor Profile	Please provide the business continuity and IT disaster recovery plans. Attach all relevant credentials and accreditations.	<ul style="list-style-type: none"> Attach certificates and policies around business continuity and disaster recovery measures. Share the framework used and details surrounding your organisations' business continuity plan and IT disaster recovery plan, how are these plans established, implemented, monitored, reviewed, and continuously updated to improve the plan / reduce the impact of disruptive events when they occur. Where relevant, indicate if your Business Continuity Management Systems meets globally recognised standards such as ISO22301:2019. Attach relevant policy documents and/or certifications as evidence to support your written submission. 	Organisational Governance
L10010	Level 1 – Vendor Profile	Please provide your information/data security policies. Attach all relevant credentials and accreditations.	<ul style="list-style-type: none"> Attach certificates and policies around information and data security. Provide details of your information security policies covering the compliance training, security of client information, document storage, confidentiality and physical security policy. Provide details of any relevant accreditations that you have such as ISO27001 and/or 'Service Organisation Control' (SOC) compliant. Describe how you identify potential IT and data security risks in your organisation Describe your organisation's mitigation strategy for the identified risks Attach relevant policy documents and/or certifications as evidence to support your written submission. 	Security & Compliance
L10011	Level 1 – Vendor Profile	Please provide a list of accreditations your organisation currently holds with recognised entities or governing bodies that	<ul style="list-style-type: none"> Provide a list of relevant accreditations to the classification from both global/international and national bodies. Focus on accreditations that directly relate to the services you offer, the technologies you use, or the industry sectors you serve in KSA. 	Resources

Question	Level	Question	Tool Tip	Quality Performance Indicators
		are relevant to your operations in the KSA market.	<ul style="list-style-type: none"> Accreditations can include ISO certifications, quality assurance standards, industry-specific certifications (e.g., cloud computing), or recognitions from reputable organizations (e.g., Gartner, IDC, IIP, Fortune list, gender equality). For each accreditation, provide the following: <ul style="list-style-type: none"> Name of the accreditation Issuing organization Year accredited and date of expiry (if applicable) Attach any supporting documents that demonstrate your achievements and the value of your accreditations. This can include evidence of: Safety in the workplace, Corporate social responsibility programs, Sponsorships to global and social causes, Campaigns related to your industry or social impact 	
L20001	Level 2 – Macro Level	Summarize your organization's future roadmap for <the category selected> using the available template and provide an attachment that has a high-level roadmap *	<ul style="list-style-type: none"> Using the template, indicate a three year plan (broken down by quarter) demonstrating your ambition and growth plan for <the category selected> We would like you to share your high level road map across the value chain and their trajectory. Your information is secure with DGA, and will be treated with highest confidentiality. 	Innovation & Growth
L20002	Level 2 – Macro Level	Does your organisation have active strategic alliance relationships or an agreement with third parties for <the category selected>? If yes, please provide documentation that proves that.	<ul style="list-style-type: none"> A strategic alliance is a formal agreement between two or more organisations to collaborate on a specific project or service offering, leveraging each other's strengths and resources. This collaboration goes beyond a simple vendor-customer relationship and involves a shared commitment to achieving common goals. Examples of strategic alliances for different organisation sizes: <ul style="list-style-type: none"> Small Organisations: Joint marketing or sales agreements with complementary businesses, Technology partnerships with larger companies to access specialized expertise or resources, Participation in industry consortia or working groups. Medium Organisations: Collaborative R&D projects with universities or research institutions, Joint ventures to develop and deliver new solutions or services, Strategic partnerships with global companies to expand market reach. Large Organisations: Cross-licensing agreements to share intellectual property, Global alliances to leverage economies of scale and access new markets, Investments in smaller companies with innovative technologies or services. To demonstrate your strategic alliances: <ul style="list-style-type: none"> List the third-party relationships your organisation has using the template available. Indicate which level of the Value Chain the strategic alliance focuses on (i.e., R&D, IIS, SS, or S&D). Attach evidence of the relationships. Acceptable documentation includes: <ul style="list-style-type: none"> Formal partnership agreements. Joint marketing materials. Project proposals or statements of work outlining the collaborative effort. Press releases or news articles announcing the alliance. 	Resources
L20003	Level 2 – Macro Level	Do your employees hold technical accreditations (NOT university degree qualifications)	<ul style="list-style-type: none"> List your top quality certifications including the year accredited and date of expiry <for this category>. 	Resources

Question	Level	Question	Tool Tip	Quality Performance Indicators
		in <the category selected>? Please provide technical certifications that your employees have earned, in the last 5 years.	<ul style="list-style-type: none"> • Attach any documents showing accreditations your employees have received from a provider. • Examples can include technical certifications. • A certification is an official record that an employee has met standards set by external regulators in the category. • The vendors must attach proof of a maximum 10 accreditations. 	
L20004	Level 2 – Macro Level	Does your organisation have a dedicated Research and Development (R&D) center in the KSA specifically for <the category selected>?	<ul style="list-style-type: none"> • If yes, please upload clear photographs of your R&D center in KSA. • Attach any relevant supporting documents, such as Brochures or fact sheets about the center's capabilities. <p>Note: Due diligence will be conducted and for vendors seeking Platinum classification, there will be a mandatory site visit of the R&D facility by DGA (Please refer to the document "Expectations of site visits" for more information). If any incorrect information is supplied by the vendor, DGA may refuse classification for the vendor.</p>	Innovation & Growth
L20005	Level 2 – Macro Level	In the last financial year, what percentage of your work is outsourced for <this category>?	<ul style="list-style-type: none"> • 'Outsourced' means work sub-contracted to other 3rd parties within or outside of KSA • Formula = [Revenue spent on subcontractors in <this category> within or outside of KSA] ÷ [Total revenue generated from <this category>] 	Resources
L20006	Level 2 – Macro Level	In the last financial year, what proportion of your revenue is exported outside of KSA <for this category>?	<ul style="list-style-type: none"> • Revenue exported refers to the work that is outsourced outside of the Kingdom. It could be outsourced to your own organisation located outside of KSA or to a 3rd party organisation located outside of KSA. • Formula = [Revenue spent on subcontractors in <this category> outside of KSA] ÷ [Total revenue generated from <this category>] 	Resources
L30001	Level 3 – Micro Level	Can you please provide an overview of the solutions you offer in <this activity>?	<ul style="list-style-type: none"> • Provide the range of solution/services, unique selling points, specialities that your organisation offers in <this activity> • Share your organisation's offering portfolio across the applicable value chains, i.e. R&D, IIS, SS, S&D for <this activity> • Elaborate on applicable service offerings in areas such as - 'Strategic consulting', 'Solution design and implementation', 'Maintenance & operation' & 'Reselling'. 	Experience
L30002	Level 3 – Micro Level	Have you successfully delivered at least three projects involving <the activity selected> in the last three years?	<ul style="list-style-type: none"> • If selected "Yes", please provide Delivery Notes (if applicable and not confidential) and contact information for three clients who can confirm your delivery of <the activity selected>. • Additionally, if applicable, please evidence, such as: <ul style="list-style-type: none"> • Client testimonials or letters of recommendation • Case studies highlighting successful project outcomes • Performance reviews or feedback surveys • Provide evidence from government/public sector projects and/or private sector projects to demonstrate the breadth of your experience. <p>Note: The quality and number of projects/evidence provided will be considered in scoring. Providing comprehensive and high-quality evidence will support achieving a higher score. Do not upload invoices as they are not considered suitable evidence for this question.</p>	Experience
L41001	Level 4 – RDI	Have you conducted research in <the activity selected>? If you have, please provide evidence of research you have undertaken in the last two years.	<ul style="list-style-type: none"> • Share the topic of research, summary and date of completion of the research. • If publications have been made, attach the publication or provide a link to access examples of the publications made. • Provide the source of the publication. 	Innovation & Growth

Question	Level	Question	Tool Tip	Quality Performance Indicators
			<ul style="list-style-type: none"> Research work includes – White papers, IPs, trademarks, copyrights, blogpost, etc. Indicate the breadth of <the activity selected> research work carried out in areas such as – strategic research solutions for market intelligence, benchmarking analysis, information processing and analysis, market research and insights, data science, industry sector focussed research, knowledge and information management, subject matter expertise and thought leadership & innovation, etc. 	
L41002	Level 4 – RDI	Does your organisation own the intellectual property rights for <the activity selected>? If you do, please provide evidence of the Intellectual Property you have owned in the last three years.	<ul style="list-style-type: none"> If Yes: For each IP asset, provide: <ol style="list-style-type: none"> Proof of Ownership: Submit documentation like patent certificates, trademark registrations, copyright registrations, or software records. Project Completion Proof: Show the R&D project's success with evidence like client testimonials, case studies, project reports, or delivery notes. Include: <ul style="list-style-type: none"> IP title/description IP type (patent, trademark, etc.) Ownership dates (filing, registration) Ownership structure (sole, joint) Link from SAIP or other IP authority (if applicable) Your evidence must clearly link the R&D project to the IP. Legible Documents: All documents must be clear, in a standard format, and relevant. 	Innovation & Growth
L41003	Level 4 – RDI	How many years of R&D experience does your organisation have in <the activity selected>?	Not applicable	Experience
L41004	Level 4 – RDI	What percentage of revenue has your organisation spent in R&D, on <the activity selected>, in the last financial year?	Formula = [Revenue spent into <this activity> in R&D] ÷ [Total company ICT revenue]	Resources
L41005	Level 4 – RDI	What percentage of your technical employees working in <the activity selected>, are aligned to R&D?	<ul style="list-style-type: none"> Formula = [Number of R&D employees in <this activity>] ÷ [Total number of Technical employees across all ICT categories]. Technical employees include teams like – Developers, Designers, Product owners, Testers, Architects, DevOps engineers, etc. 	Resources
L41006	Level 4 – RDI	What is the number of technical employees working in <the activity selected> that are aligned to R&D?	<ul style="list-style-type: none"> Do not refer to your organisation's entire population – only consider those working in <the activity selected> and do not include other activities For example, if you have 40 people working in <the activity selected> what number of the 40 people are specifically working in R&D 	Resources
L41007	Level 4 – RDI	Indicate the number of successful R&D projects that have been completed by your company in <the activity selected> within KSA.	<ul style="list-style-type: none"> Provide evidence of successful R&D project completion in KSA. An R&D project, refers to a delivered, contracted project that directly stems from your organization's research and development efforts. You can share various forms of evidence, such as: <ul style="list-style-type: none"> Client testimonials or letters of recommendation Case studies highlighting project outcomes and impact Project reports or summaries (if not confidential) Delivery notes (if applicable and not confidential) Statement of Work (SOW) documents Subscription agreements or purchase orders related to project Provide evidence from government/public sector projects and/or private sector projects to demonstrate the breadth of your experience. 	Experience

Question	Level	Question	Tool Tip	Quality Performance Indicators
			<ul style="list-style-type: none"> Note: The quality and number of projects/evidence provided will be considered in scoring. Providing comprehensive and high-quality evidence will support achieving a higher score. Do not upload invoices as they are not considered suitable evidence for this question. 	
L41008	Level 4 – RDI	Have you completed successful R&D projects for <the activity selected> globally in the last three years?	<ul style="list-style-type: none"> If you answer "Yes," please provide evidence of successful R&D project completion outside of KSA. An R&D project, refers to a delivered, contracted project that directly stems from your organization's research and development efforts. You can share various forms of evidence, such as: <ul style="list-style-type: none"> Client testimonials or letters of recommendation Case studies highlighting project outcomes and impact Project reports or summaries (if not confidential) Delivery notes (if applicable and not confidential) Statement of Work (SOW) documents Subscription agreements or purchase orders related to project Provide evidence from government/public sector projects and/or private sector projects to demonstrate the breadth of your experience. Note: The quality and number of projects/evidence provided will be considered in scoring. Providing comprehensive and high-quality evidence will support achieving a higher score. Do not upload invoices as they are not considered suitable evidence for this question. 	Experience
L42001	Level 4 – IIS	Provide a list of all <the activity selected> solutions (name, description, link, solution documentation) that you implement currently using the template provided. If it is your own solution, please provide the IP. If not, please provide the authorization agreement.	<ul style="list-style-type: none"> List solutions your organisation has implemented. Also indicate which of these solutions your organisation has created in-house and include the level of certification you hold for the implementation of the solutions you DID NOT create in-house. Proof of authorisation must be attached for those solutions that the vendor doesn't own - either fully or partially. 	Experience
L42002	Level 4 – IIS	How many years of IIS experience does your organisation have in <the activity selected>?	Not applicable	Experience
L42003	Level 4 – IIS	What percentage of revenue has your organisation generated from IIS, on <the activity selected>, in the last financial year?	Formula = [Revenue spent into <this activity> in IIS] ÷ [Total company ICT revenue]	Resources
L42004	Level 4 – IIS	What percentage of your technical employees working in <the activity selected>, are aligned to IIS?	<ul style="list-style-type: none"> Formula = [Number of IIS employees in <this activity>] ÷ [Total number of Technical employees across all ICT categories]. Technical employees include teams like – Developers, Designers, Product owners, Testers, Architects, DevOps engineers, etc. 	Resources
L42005	Level 4 – IIS	What is the number of employees working in <the activity selected> that are aligned to IIS?	Do not refer to your organisation's entire population – only consider those working in <the activity selected> and do not include other activities	Resources

Question	Level	Question	Tool Tip	Quality Performance Indicators
L42006	Level 4 – IIS	Indicate the number of successful implementation projects you have completed in <the activity selected> within KSA.	<ul style="list-style-type: none"> • Provide evidence of successful implementation project completion in KSA. An implementation project, refers to a delivered, contracted project that directly stems from your organization's research and development efforts. • You can share various forms of evidence, such as: <ul style="list-style-type: none"> • Client testimonials or letters of recommendation • Case studies highlighting project outcomes and impact • Project reports or summaries (if not confidential) • Delivery notes (if applicable and not confidential) • Statement of Work (SOW) documents • Subscription agreements or purchase orders related to project • Provide evidence from government/public sector projects and/or private sector projects to demonstrate the breadth of your experience. <p>Note: The quality and number of projects/evidence provided will be considered in scoring. Providing comprehensive and high-quality evidence will support achieving a higher score. Do not upload invoices as they are not considered suitable evidence for this question.</p>	Experience
L42007	Level 4 – IIS	Have you completed successful implementation projects for <the activity selected> globally in the last three years?	<ul style="list-style-type: none"> • If you answer "Yes," please provide evidence of successful project completion outside of KSA. An IIS project refers to a delivered, contracted project that directly stems from your organization's research and development efforts. • You can share various forms of evidence, such as: <ul style="list-style-type: none"> • Client testimonials or letters of recommendation • Case studies highlighting project outcomes and impact • Project reports or summaries (if not confidential) • Delivery notes (if applicable and not confidential) • Statement of Work (SOW) documents • Subscription agreements or purchase orders related to project • Provide evidence from government/public sector projects and/or private sector projects to demonstrate the breadth of your experience. <p>Note: The quality and number of projects/evidence provided will be considered in scoring. Providing comprehensive and high-quality evidence will support achieving a higher score. Do not upload invoices as they are not considered suitable evidence for this question.</p>	Experience
L43001	Level 4 – SS	Provide a list of all <the activity selected> solutions (name, description, link, solution documentation) that you provide support currently using the template provided. If it is your own solution, please provide the IP. If not, please provide the authorization agreement.	<ul style="list-style-type: none"> • List solutions your organisation provides support services for, including solutions owned or created by your organisation. • Indicate which of these solutions your organisation has created in-house and include the level of support you provide for the solutions you DID NOT create in-house. • Proof of authorisation must be attached for those solutions that the vendor doesn't own - either fully or partially. • Level 1 support: The first tier of support provided by IT support personnel with the least experience and limited access to company information. • Level 2 support: Level two personnel take queries from Level one. This level of help mostly deals with in-depth troubleshooting and backend analysis. • Level 3 support: This level of support requires SMEs (Subject Matter Experts). This level of support includes vendors who provide support for their own solution (i.e. in-house). 	Experience
L43002	Level 4 – SS	How many years of SS experience does your	Not applicable	Experience

Question	Level	Question	Tool Tip	Quality Performance Indicators
		organisation have in <the activity selected>?		
L43003	Level 4 – SS	What percentage of revenue has your organisation generated from SS, on <the activity selected>, in the last financial year?	<ul style="list-style-type: none"> Formula = [Revenue generated from <this activity> in SS] ÷ [Total company ICT revenue] 	Resources
L43004	Level 4 – SS	What percentage of your technical employees working in <the activity selected>, are aligned to SS?	<ul style="list-style-type: none"> Formula = [Number of SS employees in <this activity>] ÷ [Total number of Technical employees across all ICT categories] Technical employees include teams like – Developers, Designers, Product owners, Testers, Architects, DevOps engineers, etc. 	Resources
L43005	Level 4 – SS	What is the number of technical employees working in <the activity selected> that are aligned to SS?	<ul style="list-style-type: none"> Do not refer to your organisation's entire population – only consider those working in <the activity selected> and do not include other activities 	Resources
L43006	Level 4 – SS	Indicate the number of successful support projects you have delivered in <the activity selected> within KSA.	<ul style="list-style-type: none"> Provide evidence of successful implementation project completion in KSA. A support project, refers to a delivered, contracted project that directly stems from your organization's research and development efforts. You can share various forms of evidence, such as: <ul style="list-style-type: none"> Client testimonials or letters of recommendation Case studies highlighting project outcomes and impact Project reports or summaries (if not confidential) Delivery notes (if applicable and not confidential) Statement of Work (SOW) documents Subscription agreements or purchase orders related to project Provide evidence from government/public sector projects and/or private sector projects to demonstrate the breadth of your experience. Note: The quality and number of projects/evidence provided will be considered in scoring. Providing comprehensive and high-quality evidence will support achieving a higher score. Do not upload invoices as they are not considered suitable evidence for this question. 	Experience
L43007	Level 4 – SS	Have you delivered successful support projects for <the activity selected> globally in the last three years?	<ul style="list-style-type: none"> If you answer "Yes," please provide evidence of successful project completion outside of KSA. A support project refers to a delivered, contracted project that directly stems from your organization's research and development efforts. You can share various forms of evidence, such as: <ul style="list-style-type: none"> Client testimonials or letters of recommendation Case studies highlighting project outcomes and impact Project reports or summaries (if not confidential) Delivery notes (if applicable and not confidential) Statement of Work (SOW) documents Subscription agreements or purchase orders related to project Provide evidence from government/public sector projects and/or private sector projects to demonstrate the breadth of your experience. Note: The quality and number of projects/evidence provided will be considered in scoring. Providing comprehensive and high-quality evidence will support achieving a higher score. Do not upload invoices as they are not considered suitable evidence for this question. 	Experience

Question	Level	Question	Tool Tip	Quality Performance Indicators
L44001	Level 4 – S&D	Provide a list of all <the activity selected> solutions (name, description, link, solution documentation) that you are an official reseller of using the template provided. If it is your own solution, please provide the IP. If not, please provide the authorization agreement.	<ul style="list-style-type: none"> List solutions your organisation is an authorised reseller and distributor of. Also indicate whether the solution has been created in-house by your organisation. Proof of authorisation must be attached for those solutions that the vendor doesn't own - either fully or partially. 	Experience
L44002	Level 4 – S&D	How many years of S&D experience does your organisation have in <the activity selected>?	Not applicable	Experience
L44003	Level 4 – S&D	What percentage of revenue has your organisation generated from S&D, on <the activity selected>, in the last financial year?	<ul style="list-style-type: none"> Formula = [Revenue generated from <this activity> in S&D] ÷ [Total company ICT revenue] 	Resources
L44004	Level 4 – S&D	What percentage of your technical employees working in <the activity selected>, are aligned to S&D?	<ul style="list-style-type: none"> Formula = [Number of S&D employees in <this activity>] ÷ [Total number of Technical employees across all ICT categories] Technical employees include teams like – Developers, Designers, Product owners, Testers, Architects, DevOps engineers, etc. 	Resources
L44005	Level 4 – S&D	What is the number of employees working in <the activity selected> that are aligned to S&D?	<ul style="list-style-type: none"> Do not refer to your organisation's entire population – only consider those working in <the activity selected> and do not include other activities 	Resources
L44006	Level 4 – S&D	Indicate the number of successful reselling and distribution projects you have completed in <the activity selected> within KSA in the last three years.	<ul style="list-style-type: none"> Provide evidence of successful implementation project completion in KSA. A reselling and distribution project, refers to a delivered, contracted project that directly stems from your organization's research and development efforts. You can share various forms of evidence, such as: <ul style="list-style-type: none"> Client testimonials or letters of recommendation Case studies highlighting project outcomes and impact Project reports or summaries (if not confidential) Delivery notes (if applicable and not confidential) Statement of Work (SOW) documents Subscription agreements or purchase orders related to project Provide evidence from government/public sector projects and/or private sector projects to demonstrate the breadth of your experience. Note: The quality and number of projects/evidence provided will be considered in scoring. Providing comprehensive and high-quality evidence will support achieving a higher score. Do not upload invoices as they are not considered suitable evidence for this question. 	Experience
L44007	Level 4 – S&D	Have you completed successful reselling and distribution projects for <the activity selected> globally in the last three years?	<ul style="list-style-type: none"> If you answer "Yes," please provide evidence of successful project completion outside of KSA. A reselling and distribution project refers to a delivered, contracted project that directly stems from your organization's research and development efforts. You can share various forms of evidence, such as: <ul style="list-style-type: none"> Client testimonials or letters of recommendation 	Experience

Question	Level	Question	Tool Tip	Quality Performance Indicators
			<ul style="list-style-type: none"> • Case studies highlighting project outcomes and impact • Project reports or summaries (if not confidential) • Delivery notes (if applicable and not confidential) • Statement of Work (SOW) documents • Subscription agreements or purchase orders related to project <p>• Provide evidence from government/public sector projects and/or private sector projects to demonstrate the breadth of your experience.</p> <p>Note: The quality and number of projects/evidence provided will be considered in scoring. Providing comprehensive and high-quality evidence will support achieving a higher score. Do not upload invoices as they are not considered suitable evidence for this question.</p>	

11. Appendix B

11.1 Introducing Sanad

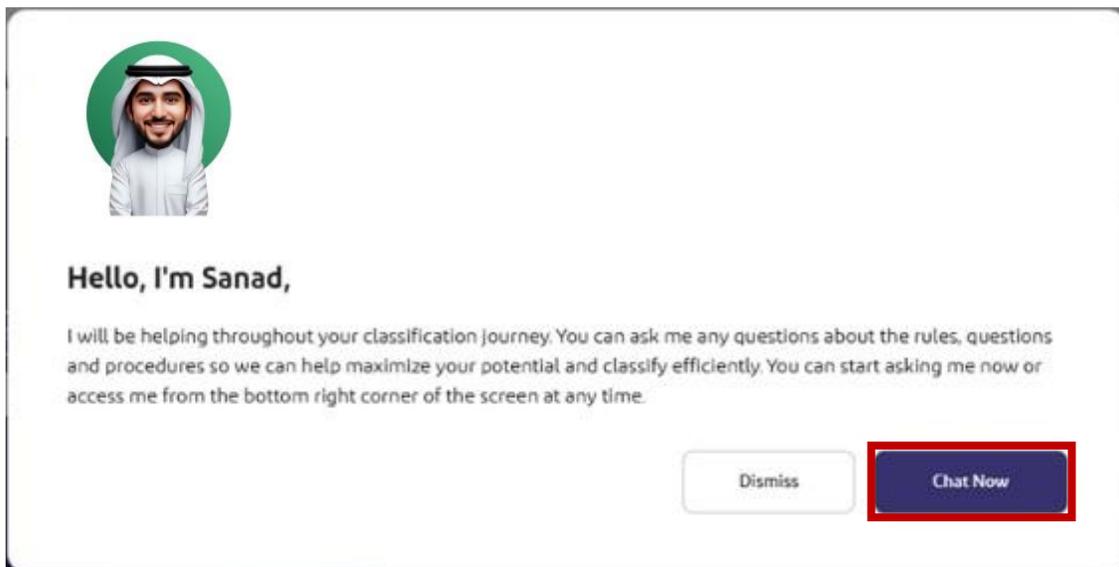
Sanad is an AI-powered virtual assistant designed provide guidance to private sector vendors with Information and Communication Technology classification process. Whether vendors are classification criteria, how to achieve a higher score, or validating documentation requirements. Sanad provides accurate and prompt answers tailored to DGA’s vendor classification process. Sanad provides pre-defined prompts to get the conversation going, however vendors can ask anything in relation to vendor classification to receive guidance 24/ 7

11.2 Prerequisite

To use Sanad, vendors must be registered with the DGC and should start the classification journey.

11.2.1 Launching Sanad

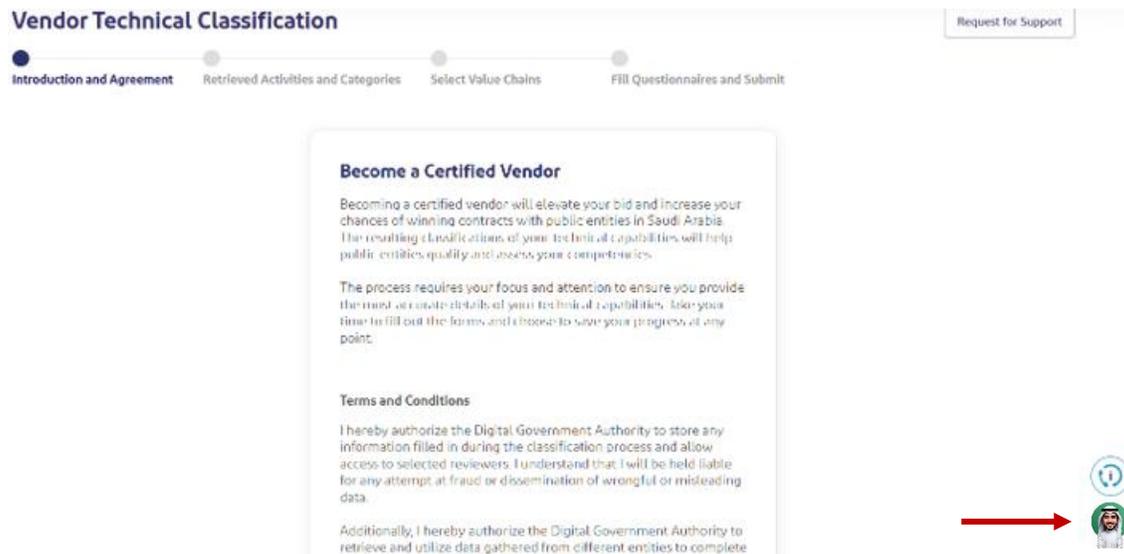
A vendor can launch Sanad from the initial pop-up by clicking the “Chat Now” button.



If the vendor dismisses the pop up, vendors will be able to access Sanad from the corner of the user interface.

11.2.2 Accessing Sanad

To access Sanad at any time during the classification journey, please select the icon in the corner of the vendor classification platforms interface.



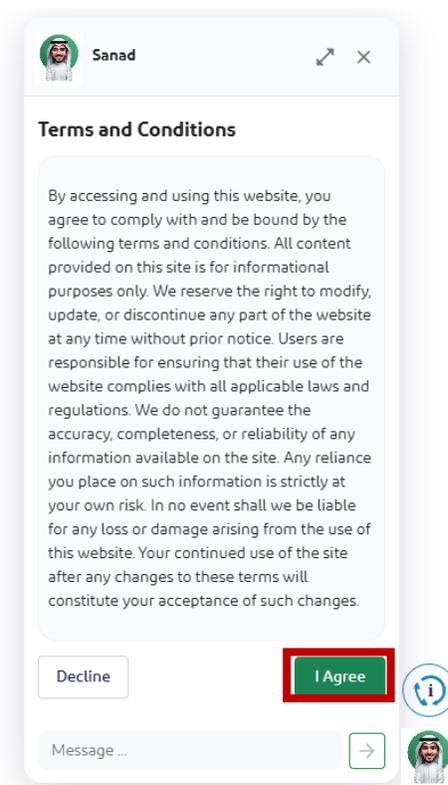
11.3 Accepting Terms & Conditions

When selecting the Sanad icon, vendors must accept the applicable Terms & Conditions.

To agree on Sanad's Terms & Conditions, please select "I Agree".

To decline and collapse the chat window, the vendor can select "Decline" and Sanad's widget will minimize.

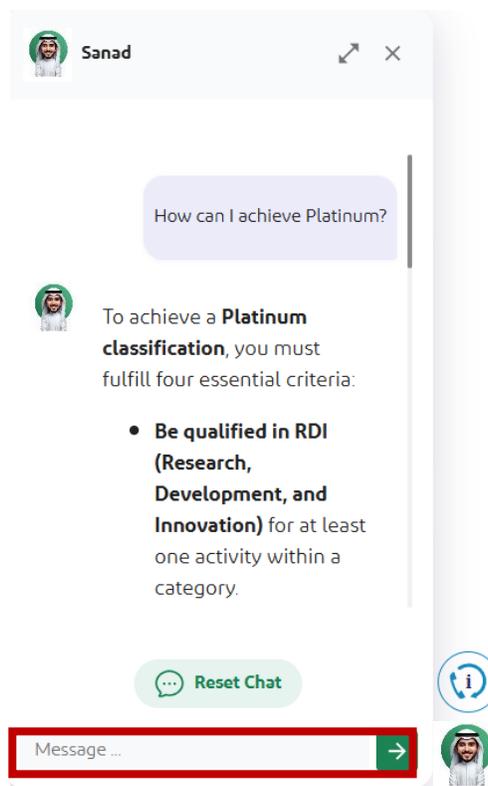
Note: Sanad sessions expire after 30 mins, which will require vendors to re-accept the Terms & Conditions.



11.4 Starting the Conversation

To start the message, you need to input your query and click on send. Alternatively, you will have examples of the queries available for your selection.

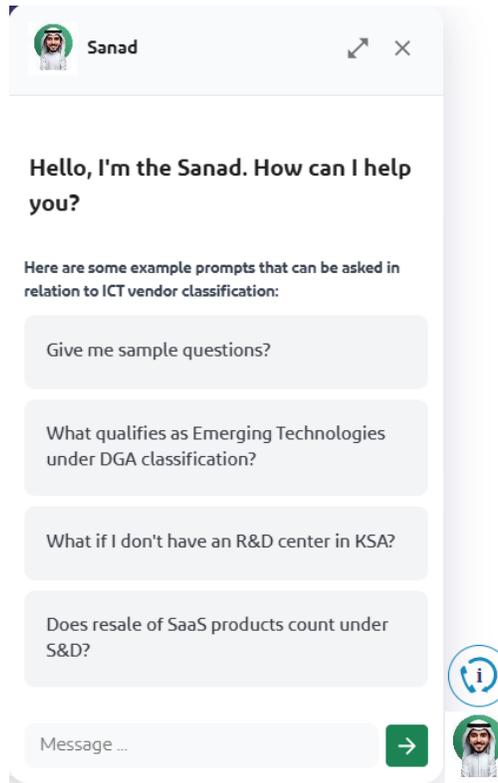
- If any of the predefined prompts are selected, the conversation will start immediately.
- Alternatively, type a specific question in the “Message” field and send it using the “Send Button” or the Enter key via the keyboard.



11.5 Interacting with Sanad

Sanad is available throughout the classification journey and will only use the latest official and public documentation to provide guidance (i.e. Technical Guidelines and User Manuals).

Note: Sanad will not have access to your classification submission answers and documents.



11.5.1 Compliance & Privacy

- Do not prompt with any personal information.
- Read terms and conditions to comply with Sanad's terms of use.
- Only request information related to ICT vendor classification.

11.5.2 Providing Relevant Details

To ensure **Sanad** can assist you effectively, you should provide details such as the category (e.g., Software, Hardware), specific activities under that category (e.g., Application Development), value chains for those activities (RDI, IIS, SS, S&D), and the desired classification badge (Entry, Silver, Gold, Platinum) It is important to briefly describe the background or situation related to the query, clearly state the specific question or issue. To help you formulate effective queries, here are an example of clear and vague inputs:

11.5.2.1 Good Query Examples

- ✓ *We operate in the <insert your category> with the <insert your activity> within the IIS value chain; provide me with criteria to obtain gold classification?"*
- ✓ *"What is the evidence I should be provide to achieve the highest score for following question: <insert question>?"*
- ✓ *"Please explain to me the vendor technical classification process?"*

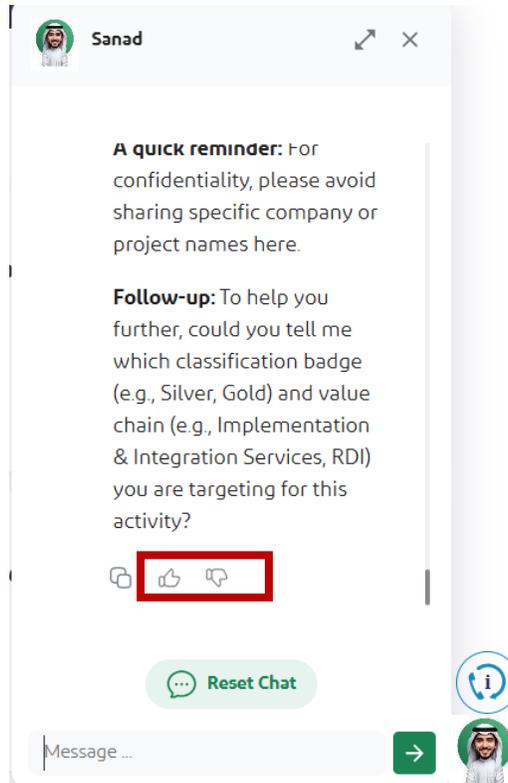
11.5.2.2 Poor Query Examples

- × *"I need help with classification journey"*
- × *"How can I achieve Gold?"*
- × *"Can you classify us?"*

11.6 Rating an Answer

Answers provided by Sanad can be rated thumbs up or down by selecting the buttons after each message.

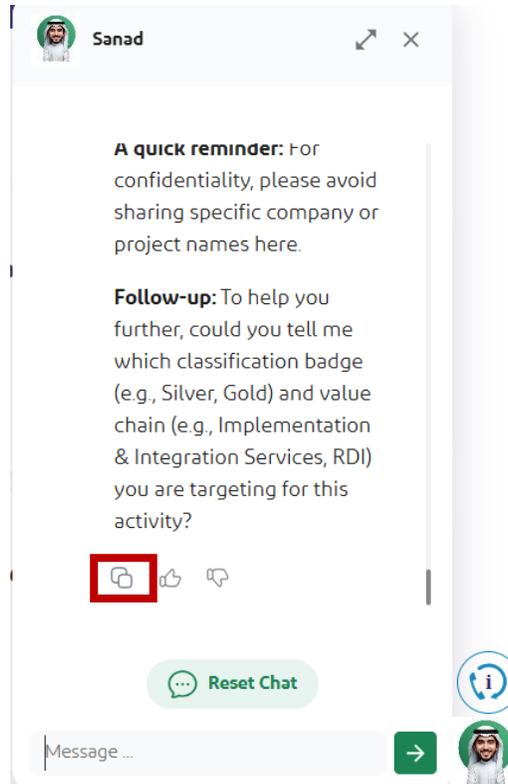
Ratings will help to improve the classification journey and experience for all vendors.



11.7 Copying an Answer

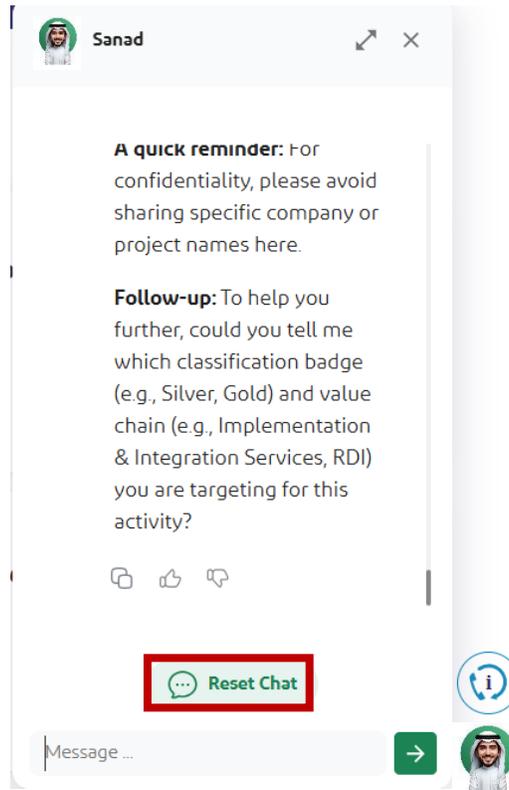
If you would like to copy an answer for future reference, you can do that by clicking the copy button under Sanad message.

Note: Chat will clear after 30 mins of inactivity or upon logout.



11.8 Resetting Chat

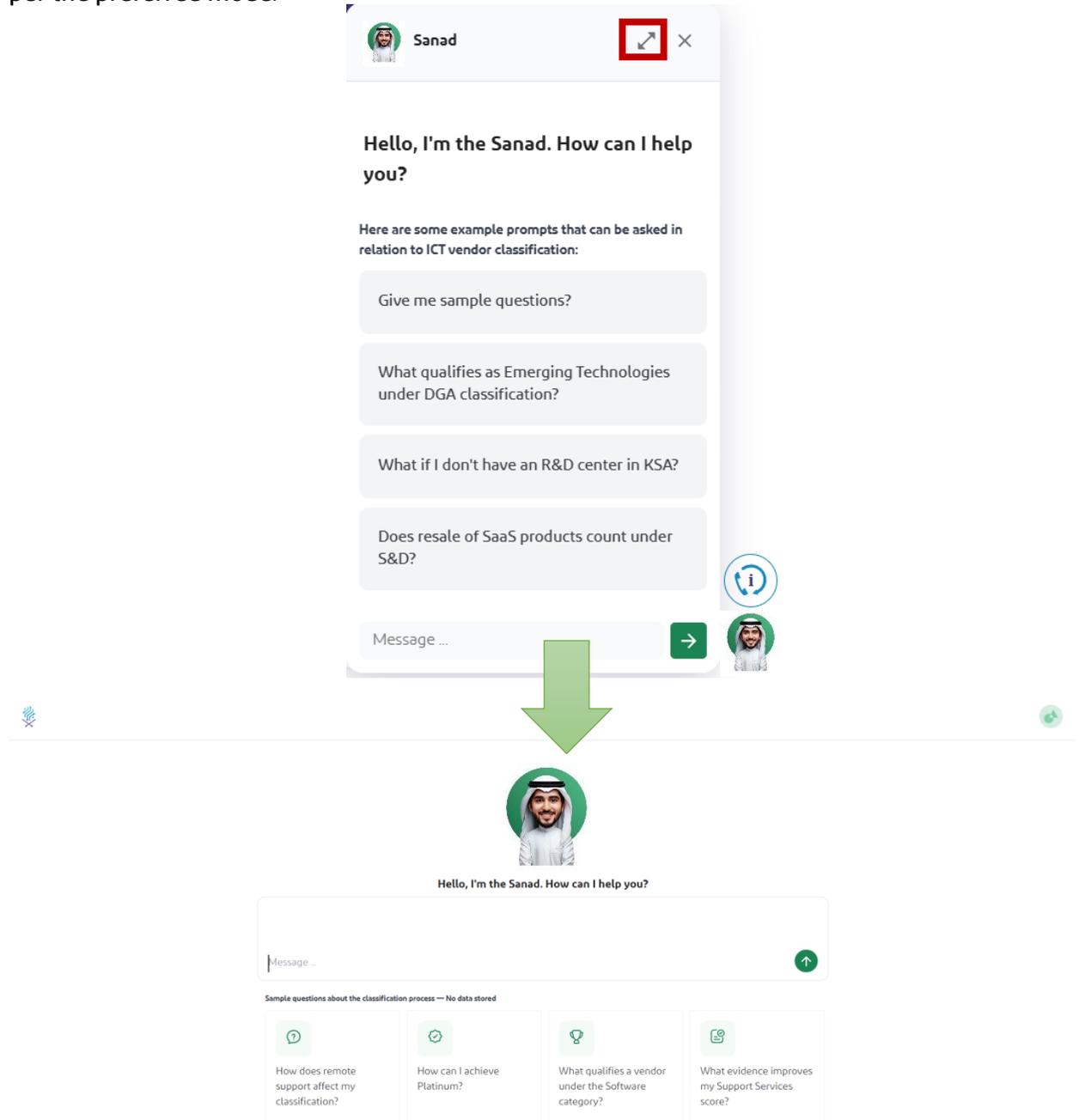
If you would like to copy an answer for future reference, you can do that by clicking the copy button under Sanad message.



11.9 Full Screen Mode

Sanad also supports full screen mode to enhance the Gen AI experience, which can be accessed by clicking on the maximize button on the top right corner of Sanad’s widget.

Fullscreen and widget mode are always in sync, so feel free to switch among the two modes as per the preferred mode.





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