Digital Government Authority
هـيـئـة الحكومة الرقمية

The Technical Guideline
For Vendor Classification in the ICT Sector

December, 2025
Document Classification: Guideline
Document Type: Public
Issue No: 3.0
Document No: DGA-1-2-1-231

Contents

1	Introduction	3
2	Guidelines Objectives	4
3	Guidelines Scope	4
4	Target audience	5
5	Guidelines statement	5
	5.1 Classification journey	7
	5.2 Registration guidelines	7
	5.3 Qualification	8
	5.4 Classification of Vendors and issuance of certificates	9
	5.5 Classification Certificate update and renewal	12
6	Table of Definitions	13
7	Table of Abbreviations	15
8	Appendix	16
	8.1 Alignment of the National Classification of Economic Activities (ISIC4) with the Digital ICT Taxonomy	16
	8.2 Classification journey – Flowchart	22
	8.3 Questionnaire list	23
	8.4 Questionnaire Statistics	27
	8.5 Scoring Mechanism	28

1. Introduction

The Digital Government Authority (DGA) is committed to enhancing the digital performance of government agencies, elevating the quality of services provided, and improving the overall service experience. These efforts align with the Kingdom's ambitious Vision 2030 and support the DGA's strategic objectives of boosting investment efficiency by increasing private sector participation and fostering the development of local content.

Also, based on the importance of clarifying and facilitating the Technical Classification journey for Vendors in the ICT sector, the Digital Government Authority has prepared "The Technical Guidelines for Vendor Classification in the ICT Sector" which explains the most prominent instructions in terms of the technical classification, and the steps to be followed by Vendors.

These guidelines focus on digital government solutions and services for ICT vendors provided to government agencies on high value chain such as research, development, innovation and integration and implementation services, as the current situation is concentrated on low-value chains such as after-sales support services, sales and distribution services.

2. Guideline Objectives

The guideline aims to achieve the following:

- Getting Vendors to know about the Technical Classification process for Vendors in the ICT sector, which contributes to complying with the regulations issued by DGA in this regard, including:

Procedures

Evaluation Mechanism

Technical Instructions

- Providing guidance to private sector vendors on how to apply for a Technical Classification through the Digital Government Cluster (DGC).
- Linking the National Classification for Economic Activities (ISIC4) and the Digital ICT Taxonomy for Governmental Procurements.

3. Guideline Scope

The guideline explains instructions on the technical classification of ICT sectors' vendors and includes the objectives, procedures, and outcomes. In addition to the guidance on how the vendors can get the Technical Classification, and the support required through the Digital Government Cluster (DGC) Portal. The guideline includes:

Classification Journey

Registration Guidelines

Technical Qualification

Technical Classification of vendors and issuance of certificates

Certificates update and renewal

4. Target Audience

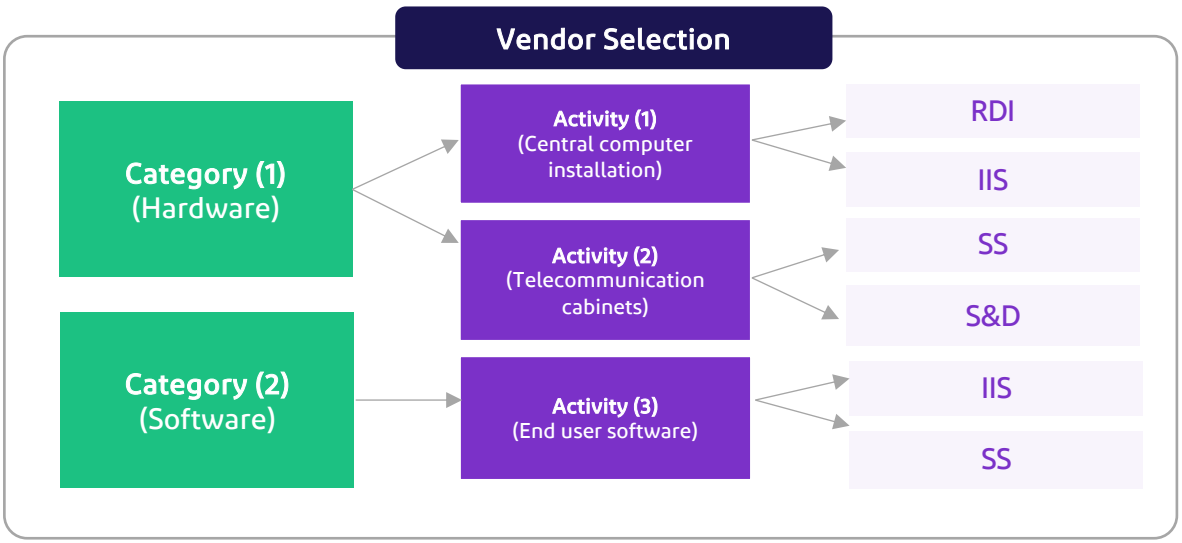
The guideline is intended for private sector ICT vendors seeking to provide government agencies with technical solutions or services.

5. Guideline Statement

The classification journey begins upon accessing the Digital Government Cluster (DGC) Portal, where vendors will be able to view the categories and activities that have been linked to the activities listed in the Commercial Register (CR). Vendors determine the level of the value chain in which they seek to be qualified/classified per activity, and therefore respond to the questionnaire based on their choice. The vendor will be evaluated based on the answers provided.
The questionnaire (Appendix 8.3) aims to evaluate vendors on the following Quality Performance Indicators:

- Technical Experience
- Organizational Governance
- Innovation & Growth
- Compliance
- Resources

An example for review of categories as well as activities and selection of value chains:



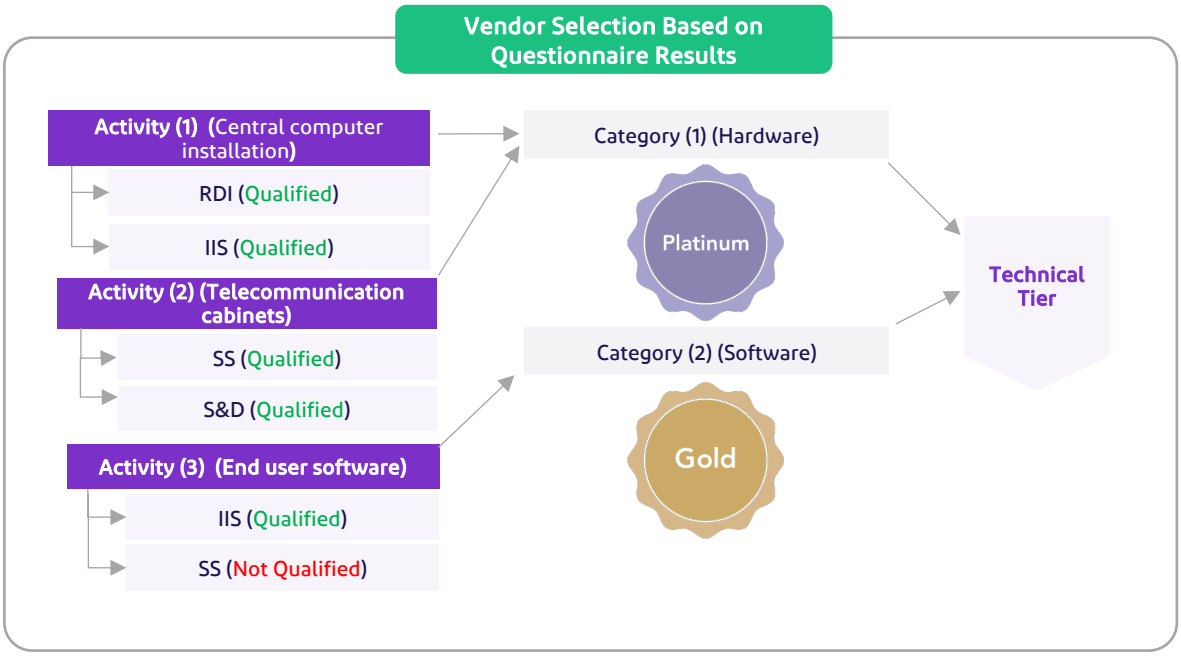
Vendor views the Categories that have been linked to the CR

Vendor views the activities that have been linked to the CR

Vendor selects the value chain for each activity

Figure (1) (Categories, Activities and Value Chains)

Answering the questionnaire by the vendor



Vendor is qualified or disqualified in the value chain for each Activity

Vendor is classified in the qualifying categories

Vendor is given an overall technical tier

Figure (2) (Questionnaire results)

5.1 Classification Journey

There are four main steps in the classification journey to obtain a Technical Classification Certificate and an Overall Classification Certificate, as shown below in Figure (3) (Summary of the classification journey).

Figure (3) (Summary of the classification journey)

1. Obtain a unified national ID and/ or a CR from the Ministry of Commerce (MoC).
2. Starting the Vendor Classification registration process to create their organization's profile via the Portal.
3. Completing and submitting the Questionnaire. DGA will evaluate and calculate the Technical Classification, issue the Technical Classification Certificate, notify the Vendor upon completion of their Technical Classification, and provide details of the next steps to follow. Additionally, DGA will share the final technical tier with MOMAH.
4. Combining the Technical Classification issued by DGA with the Financial Classification issued by MOMAH to issue the Overall Classification Certificate by MOMAH, in addition to the Technical Classification issuance by DGA.

   Note: Vendors must read the tooltips for question-specific guidance when completing the questionnaire. For more details, see Figure 7 (Classification Journey – Flowchart).

5.2 Registration Guidelines

The Vendor shall obtain a CR from MoC as well as operating licenses for related activities such as cloud computing licenses and telecommunications services issued by the Communications, Space & Technology Commission and complete the following:

Registration in the Digital Government Cluster by providing information about the enterprise without paying any fees. The Portal will - digitally - link the listed activities to the Vendor's CR and aligning them with the digital classification as shown in appendix 8.1 (Alignment of the National Classification of Economic Activities (ISIC4) with the Digital Taxonomy).

DGA will verify authenticity of the Vendor's information before he can move to the classification stage and once information is validated and approved by DGA, Vendor can apply for Technical Classification request.

5.3 Qualification

Upon accessing the Digital Government Cluster (DGC) portal, the Vendor will be able to view the Categories and activities that have been linked to the activities listed in the CR. If the Vendor wishes to add activities that are not previously listed, they will need to change the activities of the CR, and follow these steps:

Update the CR and add activities that are not previously listed via MoC

Select the value chain level/s for each Activity. These levels are briefly outlined in Table 1 (Levels of the value chain with associated priority and score of qualification). Where each level of the value chain has been prioritized.

Respond to the Questionnaire on selected Categories, activities and value chains with the help of the question-specific tooltip guidance. The tooltips provide essential details on the type of information required and how responses will be evaluated.

DGA will evaluate the Questionnaire based on the Vendor's answers. Vendor shall meet the minimum points to qualify in each value chain for the specific Activity. Then he will be considered qualified or disqualified in each value chain that he has chosen for each Activity.

Activities for which the Vendor did not qualify will NOT contribute to the overall result. For example, if a Vendor applies for a qualification in RDI and IIS but ONLY qualifies in RDI, their overall result will NOT be affected by the score achieved for IIS.

Table 1 (Levels of the value chain with associated priority and score of qualification) states the minimum percentage score that the Vendor must obtain to be deemed qualified in that Value Chain level per Activity. If the Activity score is less than 40%, the Vendor will be considered unqualified in that Activity. If the total technical score of the Vendor is less than 40%, the Vendor will be considered technically unqualified and will not be issued a certificate from the Digital Government Authority.

Chain	Priorities	Minimum Percentage Score
Research, Development and Innovation (RDI)	1 (Highest)	70%
Implementation and Integration Services (IIS)	2	60%
Support Services (SS)	3	50%
Sales and Distribution (S&D)	4 (Lowest)	40%

Table (1) (Levels of the value chain with associated priority and score of qualification)

5.4 Classification of Vendors and issuance of certificates

5.4.1 Category Classification

After being deemed qualified or not qualified in the Value Chain(s) at the activity level, the Vendor will be classified into different classification tiers in the category according to the score of activities, as demonstrated in Figure 4 (Minimum criteria of classification) and according to the minimum levels of classification.

Platinum Vendor Criteria:

- To be qualified in RDI for at least one activity within the Category.
- R&D resources and/or facilities located in the Kingdom of Saudi Arabia.
- Passing the minimum score for the Category: (88%)

Gold Vendor criteria:

- To be qualified in IIS for at least one activity within the Category.
- Passing the minimum score for the Category: (70%)

Silver Vendor criteria:

- To be qualified in SS for at least one activity within the Category.
- Passing the minimum score for the Category: (52%)

Entry Vendor criteria:

- To be qualified in S&D for at least one activity within the Category.
- Passing the minimum score for the Category: (40%)

Figure (4) (Minimum criteria of classification)

The Vendor is qualified in at least one activity to be classified in the related Category. For example, if a Vendor is qualified only in (RDI) for the Consulting Activity, he will be classified in the overall ICT Professional Services Category. In contrast, if the Vendor did not qualify in ANY Activity within the Category, he will not be classified in the ICT Professional Services Category. If Vendor obtains a lower score than the classification score, he will not be considered classified for this Category, and therefore Vendor will be automatically downgraded to the next lower tier, for example, from Platinum to Gold. The Vendor will be awarded a Technical Tier, based on the overall score (as demonstrated in Table 2), that indicates the technical capability of the Vendor across applicable Categories. A score below 40 will result in a Vendor receiving an 'Accredited' status instead of a Tier.

	Tier (1)	Tier (2)	Tier (3)	Tier (4)	Tier (5)	Accredited
Minimum score	(79)	(69)	(59)	(49)	(40)	(0)

Table (2) (Minimum score for Technical Tiers)

The result will be shared with MOMAH, which in turn will calculate the Vendor's Financial Classification and merge it with the Technical Classification to extract the Overall Classification Certificate. A Vendor who does not pass the minimum Technical Classification will not be given a Technical Classification Certificate, as explained in Table 3 (Example of the calculation of the total technical result)

#	Calculated classification	How to calculate	Output	Example
1	Value Chain Points	Evaluation of Vendor's answers to Questionnaire	A percentage score that assesses the Vendor 's ability at each level of the value chain for each Activity he has applied for	An example of the score of value chain in Application Development activity (65%) RDI (77%) IIS (68%) SS Vendor did not submit to value chain S&D
2	Activity Qualification Status	A Vendor is deemed qualified or not qualified using the qualification scores at the value chain level as shown in Table 1 (Levels of the value chain with associated priority and score of qualification). If it passes the minimum threshold, the Vendor will be considered qualified for the value chain level of Activity code/ ISIC4	"Qualified" or "Not Qualified" status for each level of the value chain of the business Activity for which the Vendor has applied	Examples of Value Chain Qualifications in Application Development: Not qualified RDI Qualified IIS Qualified SS NA S&D
3	Category Technical Classification	Using value chain score, the Category score determining Technical Classification is calculated	Vendor is classified at the Category level	**Category:** Software **Classification:** Gold
4	Final technical tier	An average of all Category scores is calculated. A Technical Tier is determined based on the average Category score	The Vendor receives a Technical Tier based on the Tiering criteria	**Final Technical Tier:** Tier (2)

Table (3) (Example of the calculation of the total technical result)

5.4.2 Thresholds and Priority Levels of the Value Chain

To obtain a higher classification, the Vendor operates at higher priority levels of the specified value chain. Priority activities have also been identified through the digital government strategic directions. A list of these activities and the priority for each is provided in Appendix 8.1 (Alignment of the National Classification of Economic Activities (ISIC4) with the Digital ICT Taxonomy). Where (1.10) is the highest priority and (1.0) is the lowest priority per activity.

5.4.3 Issuance of certificates

In accordance with Council Resolution No. (418) dated 7/25/1442 AH, Article (5), Paragraph (6), approving the "Technical Classification of Digital Government Service Providers by Service Type", The vendor shall receive the technical classification certificate based on the type of service provided by the Authority .The General Classification Certificate is obtained from the Ministry of Municipalities and Housing if the company qualifies for both the Technical and Financial classification. Any ISIC4 code (and the associated activities) that the Vendor does not qualify for will not be referenced on the Technical Classification Certificate issued by the DGA.

To illustrate the overall tiering, the combination of DGA's Technical Classification and MOMAH Financial Classification is combined according to Figure (5) (Evaluation Matrix).

		Non-financial Tier Achieved (incl. technical aspect, track record, governance)				
		Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
Financial Tier Achieved	Tier 1	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
	Tier 2	Tier 2	Tier 2	Tier 3	Tier 4	Tier 5
	Tier 3	Tier 3	Tier 3	Tier 3	Tier 4	Tier 5
	Tier 4	Tier 4	Tier 4	Tier 4	Tier 4	Tier 5
	Tier 5	Tier 5	Tier 5	Tier 5	Tier 5	Tier 5

Figure (5) (Evaluation Matrix)

5.4.4 Tendering limits

Each business activity is mapped to the ISIC groups based on ISIC characteristics. For the ICT Sector, there are ISIC (Group 1) and ISIC Group 2). Each group has corresponding tendering limits, these are the maximum project value a vendor can be awarded. The full mapping of business activity to ISIC groups can be found in the Appendix (8.1) (Alignment of the National Classification of Economic Activities (ISIC4) with the Digital Taxonomy).

ISIC Group 1 tendering limits:

- Tier (1) – Unlimited
- Tier (2) – SAR (359.0) million
- Tier (3) – SAR (156.2) million
- Tier (4) – SAR (61.0) million
- Tier (5) – SAR (17.9) million
- Exemption limit – SAR (1.2) million

ISIC Group 2 tendering limits:

- Tier (1) – Unlimited
- Tier (2) – SAR (171.0) million
- Tier (3) – SAR (91.9) million
- Tier (4) – SAR (35.9) million
- Tier (5) – SAR (10.6) million
- Exemption limit – SAR (1.2) million

Figure (6) (Tendering limits)

5.5 Classification Certificate update and renewal

5.5.1 Certificate update and renewal

The Technical Classification Certificate issued by DGA will be valid for (12) months from the date of issuance. Vendor shall not change or update the Certificate during the first three (months) following issuance. Also, Vendor can update the certificate without changing its date from the beginning of the (fourth) month till the end of the (ninth) month from the certificate's date of issuance.

Vendor is entitled to update the certificate every (3) months so that the number of updates is not more than twice from the beginning of the (fourth) month till the end of the (ninth) month from the date of certificate issuance. Vendor can renew the certificate from the beginning of the (tenth) month till the (twelfth) month from the certificate date of issuance by issuing a new certificate with a new date.

The Vendor's certificate will expire if he does not apply for renewal during the (tenth) month to the end of the (twelfth) month from the certificate date of issuance, and Vendor will have to submit a new application to obtain both of Technical Classification Certificate and Overall Classification Certificate. Vendor must inform DGA of any changes in its business or operations that may alter its ability to provide the digital solutions and/or services detailed in the Classification Certificate.

If the classification is reviewed, A Vendor's Technical Classification may change. If the Vendor is deemed to be more capable or their ability to provide digital goods and/or services has improved, the classification level may be upgraded. In contrast, if a Vendor is deemed to be less capable, the classification level may be downgraded.

The Vendor Management Department in DGA will continuously evaluate the performance of Vendors regarding digital solutions and/or services that are provided in government projects, and the results of the evaluation may affect the Vendor's classification level, positively or negatively. All exceptions related to Technical vendors' classification are subject to DGA's approval, and DGA will submit decisions related to exceptions on a case-by-case basis.

In case any Vendor violates regulations, he shall have his classification reviewed. If a violation is confirmed, the following potential outcomes could occur

Downgrading or revoking the classification

Disqualification in certain activities or categories

5.5.2 Contact information

Vendors requiring support or information during the registration or classification process should contact DGA using the following contact channel:

- With the Users Interaction Centre (AMER) by telephone number (199099)
- ecare@dga.gov.sa
- Direct support is also available through the portal.

Vendor can view the Technical Classification details through the Digital Government Cluster (DGC) Portal https://dgc.dga.gov.sa.

6. Table of Definitions

The following terms and expressions - wherever they appear in this document - shall have the meanings indicated on the opposite side of each of them, unless the context requires otherwise:

Term	Definitions
Authority (DGA)	Digital Government Authority.
Digital Government	Promotes administrative, organizational and operational processes between various government agencies in their transitioning to a comprehensive digital transformation to allow easy and effective access to government digital information and services.
Government Agency	Ministries, authorities, public institutions, councils, national centres, including any additional form of a public agency.
Vendor	A physical 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 DGA'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
Total Technical Score	The total technical result obtained by the Vendor when evaluating him technically
Digital classification	Categorizing digital government solutions and services into relevant Categories and activities. For more details, please see Appendix 8.1
Financial Classification	The financial evaluation of Vendors according to the classification approved by the Ministry of Municipalities and Housing.
Evaluation Matrix	A matrix combining the Technical and Financial Tiers to calculate the overall Tier a Vendor will achieve.
National Classification for the Economic Activities (ISIC4)	A guideline that unifies 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.

Term	Definitions
Overall Classification Certificate	The certificate issued by the Ministry of Municipalities and Housing that combines the Technical Classification from the Digital Government Authority and the Financial Classification from the Ministry of Municipalities and Housing.
Portal	The electronic Portal managed by DGA to carry out the Technical Classification process – Digital Government Cluster (DGC) Portal. https://dgc.dga.gov.sa/.
Questionnaire	An approved set of questions in the Portal, which consists of 4 levels, as follows: 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.
Register	Register in the Portal (Digital Government Cluster (DGC).
Technical Classification	Technical evaluation of the Vendor's technical capabilities by DGA, in accordance with the National Classification of Economic Activities (ISIC4), which includes the relevant Categories and activities, as well as the levels of the value chain as shown in Figure 4 (Minimum criteria of classification).
Technical Classification Certificate	The certificate issued by DGA, which summarizes the results of Vendor Technical Classification.
Technical Qualification	The technical evaluation of vendor capabilities by DGA using a questionnaire to be deemed qualified or not qualified in each value chain that he has chosen for each activity.
Technical Tier	The technical evaluation of vendor's capabilities by DGA, across applicable categories and activities
Value chain	The process by which a vendor adds value to a product or service. It covers (research, development, and innovation), (implementation and integration services), (support services), and (sales and distribution). The levels of the value chain are: 1- Research, Development, and Innovation (RDI) – focusing on innovation, research, development, and improvement of products, services, and processes. For example, creating an ERP platform. 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 the ERP system. 3- Support Services (SS) - Maintenance work required after implementation or delivery support of a product and/or service. For example, maintain the ERP platform ,technical support ,and services for hardware/software users. 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.
Vendor Management Department	A department in DGA responsible for managing Vendors' relations in digital government projects and evaluating their performance in them.
Priority factor	A digital factor ranging between ((1.00) -(1.10)) indicating the priority of the technical Activity based on the strategic directions of the digital government, so that the activity with the highest priority is (1.10) and the activity with the lowest priority is (1.00)

7. Table of Abbreviations

Term	Description
DGC	Digital Government Cluster
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
UID	Unified National ID
AR	Augmented Reality
VR	Virtual Reality
GIS	Geographic Information Systems
GMPCS	Global Mobile Personal Communications by Satellite
VSAT	Very Small Aperture Terminal
MVNO	Mobile Virtual Network Operators
IoT	Internet of Things
AVL	Automated Vehicle Management System
CSP	Communication Service Provider
UI	User Interface
SMS	Short Message Service
QPI	Qualitative Performance Indicators

8. Appendix

8.1 Alignment of the National Classification of Economic Activities (ISIC4) with the Digital ICT Taxonomy

#	ISIC Group	Code ISIC4	Name of Activity (Arabic)	Name of Activity (English)	Classification Category (Level 1)	Classification Category (Level 2)	Priority Factor
1	1	611002	(النطاق العريض الثابت)	Fixed Broadband	Network and Communications	Wide Area Network (WAN)	(1.03)
2	1	612012	(النطاق العريض المتنقل)	Mobile Broadband	Network and Communications	Wide Area Network (WAN)	(1.03)
3	1	620102	(تصميم وبرمجة البرمجيات الخاصة)	Design and program special software	Software	Programming and software Development	(1.06)
4	1	631125	(التسجيل لتقديم خدمات الحوسبة السحابية)	Registration to provide cloud computing services	Cloud computing	Cloud	(1.06)
5	1	631121	(إقامة البنية الأساسية لاستضافة المواقع على الشبكة وخدمات تجهيز البيانات والأنشطة المتصلة بذلك)	Establishment of infrastructure for web hosting, data processing services and related activities	Hardware	Technical support for data center storage and processing devices	(1.00)
6	1	721002	(البحث والتطوير في مجال الهندسة والتكنولوجيا)	Research and development in engineering and technology	ICT Professional Services	ICT Consulting	(1.10)
7	1	620105	(تقنيات التنقل الذاتي)	Autonomous Mobility Techniques	Emerging Technologies	Artificial Intelligence	(1.09)
8	1	620106	(تقنيات الروبوت)	Robot Technologies	Emerging Technologies	Robotics	(1.09)
9	1	620107	(تقنية الطباعة ثلاثية الأبعاد)	3d Printing Technology	Hardware	End User Devices	(1.09)
10	1	620108	(تقنيات الواقع الافتراضي والمعزز)	AR and VR	Emerging Technologies	Augmented Reality/Virtual Reality	(1.09)
11	1	620113	(تقنيات الذكاء الاصطناعي)	Artificial Intelligence	Emerging Technologies	Artificial Intelligence	(1.09)

#	ISIC Group	Code ISIC4	Name of Activity (Arabic)	Name of Activity (English)	Classification Category (Level 1)	Classification Category (Level 2)	Priority Factor
12	1	620114	(حلول التقنية الحيوية)	Biotechnology Solutions	Emerging Technologies	Artificial Intelligence	(1.09)
13	1	620115	(حلول التقنية المالية)	Financial Applications	Software	Business function specific Software	(1.05)
14	1	631112	(تقنيات سلاسل الكتل)	Blockchain	Emerging Technologies	Distributed Ledger	(1.09)
15	1	631113	(تقنيات البيانات الضخمة وعلم وتحليل البيانات)	Big Data and Data Analysis	Emerging Technologies	Big Data	(1.09)
16	1	601001	(البث الاذاعي عن طريق الجو او الاسلاك او القمر الصناعي)	Broadcasting by air, wire or satellite	Network and Communications	Wide Area Network (WAN)	(1.03)
17	1	711051	(استخدام الطائرات بدون طيار في عمليات المسح الجوي وأنظمة المعلومات الجغرافية (GIS))	The use of drones in aerial surveys and geographic information systems (GIS)	Hardware	Specialized hardware	(1.09)
18	1	611001	(تقديم خدمات الاتصالات الثابتة)	Providing fixed telecommunication services	Network and Communications	Digital circuits	(1.05)
19	1	611003	(تقديم خدمات الانترنت السلكية)	Providing wired internet services	Network and Communications	Wide Area Network (WAN)	(1.03)

#	ISIC Group	Code ISIC4	Name of Activity (Arabic)	Name of Activity (English)	Classification Category (Level 1)	Classification Category (Level 2)	Priority Factor
20	1	611004	(تقديم خدمات المعطيات السلكية)	Providing wired data services	Network and Communications	Wide Area Network (WAN)	(1.03)
21	1	612011	(تقديم خدمات الاتصالات المتنقلة)	Providing mobile communication services	Network and Communications	Telephony	(1.02)
22	1	612013	(تقديم خدمات الانترنت اللاسلكية)	Providing wireless internet services	Network and Communications	Wide Area Network (WAN)	(1.03)
23	1	612014	(تقديم خدمات المعطيات اللاسلكية)	Providing wireless data services	Network and Communications	Wide Area Network (WAN)	(1.03)
24	1	613011	(تقديم خدمة الاتصالات الشخصية المتنقلة عبر الأقمار الصناعية (GMPCS))	Providing mobile personal communications via satellite (GMPCS)	Network and Communications	Satellite communications	(1.00)
25	1	613012	(تقديم خدمة الاتصالات الشخصية المتنقلة عبر الأقمار الصناعية (GMPCS))	Providing the service of operating mobile personal communications systems and networks via satellite (GMPCS)	Network and Communications	Satellite communications	(1.00)
26	1	613013	(تقديم خدمة الاتصالات باستخدام نظام الفيسات (VSAT))	VSAT: Providing a communication service using the VSAT system.	Network and Communications	Satellite communications	(1.00)
27	1	613014	(تقديم خدمة الانترنت على الطائرات في أجواء المملكة)	Providing internet service on planes in the airspace of the Kingdom	Network and Communications	Satellite communications	(1.00)
28	1	613015	(تقديم خدمة الهاتف المتنقل على الطائرات في أجواء المملكة)	Providing mobile phone service on aircraft in the Kingdom's airspace	Network and Communications	Satellite communications	(1.00)
29	1	613016	(تقديم خدمة الأقمار الصناعية ذات النطاق العريض)	Broadband Satellite service	Network and Communications	Satellite communications	(1.00)
30	1	619016	(تقديم خدمات مشغلي شبكات الاتصالات المتنقلة الافتراضية (MVNO))	Provision of Mobile Virtual Network Operators (MVNO) services	Network and Communications	Telephony	(1.02)

#	ISIC Group	Code ISIC4	Name of Activity (Arabic)	Name of Activity (English)	Classification Category (Level 1)	Classification Category (Level 2)	Priority Factor
31	1	619018	(تقديم خدمات مشغل الشبكة الافتراضية لإنترنت الأشياء- (IoT VNO))	Provide IoT VNO . Virtual Network Operator Services	Emerging Technologies	Internet of Things (IoT)	(1.09)
32	1	619021	(تقديم خدمة النظام الآلي لإدارة المركبات (AVL))	Providing the Automated Vehicle Management System (AVL)	Software	Digital platforms	(1.02)
33	2	619022	(تقديم خدمة تأجير مرافق الاتصالات (CSP))	(Providing a Communication service provider rental service)	Network and Communications	Digital circuits	(1.05)
34	2	951140	(إصلاح وصيانة المحركات والأنظمة وأجهزة تخزين المعلومات الثابتة والمحمولة)	Repair and maintenance of servers, systems, and stationary and portable information storage devices	Hardware	Technical support for data center storage and processing devices	(1.00)
35	2	951241	(إصلاح وصيانة أجهزة الاتصالات العسكرية)	Repair and maintenance of military communications equipment	Hardware	Specialized Devices	(1.02)
36	1	602035	(تشغيل منصة توزيع وإدارة قنوات فضائية عبر أجهزة الاستقبال الفضائي، وتوزيع البث المباشر عبر الأقمار الصناعية باستخدام نظام)	Operating a platform for the distribution and management of satellite channels via satellite receivers, and the distribution of direct broadcasts via satellite using the system	Software	Digital platforms	(1.02)
37	1	602034	(تشغيل خدمة الربط العلوي بالأقمار الصناعية لأغراض توزيع المحتوى المرئي والمسموع)	Operation of the satellite overhead service for the purposes of distributing audio and visual content	ICT Professional Services	ICT Managed services	(1.04)
38	1	620111	(تطوير التطبيقات)	Application Development	Software	Application Development	(1.04)
39	2	619014	(كبائن الاتصالات)	Telecommunication Cabinets	Hardware	Data storage and processing Hardware	(1.05)
40	1	620101	(تحليل النظم)	Systems Analysis	ICT Professional Services	ICT Consulting	(1.10)
41	1	620211	(تقديم خدمة إدارة ومراقبة شبكات الاتصالات والمعلومات)	Providing the service of managing and monitoring communications and information networks	ICT Professional Services	ICT Managed services	(1.04)

#	ISIC Group	Code ISIC4	Name of Activity (Arabic)	Name of Activity (English)	Classification Category (Level 1)	Classification Category (Level 2)	Priority Factor
42	1	631123	(تقديم خدمة مراكـز الاتصال)	Providing call center service	ICT Professional Services	ICT Managed services	(1.04)
43	1	620104	(تصميم واجهة وتجربة المستخدم)	UI Design and user experience	Software	Application Development	(1.04)
44	1	620112	(تطوير الألعاب الإلكترونية)	Electronic Game Development	Software	Application Development	(1.04)
45	1	711086	(أنشطة مراجعة البيانات والتدقيق في المنشآت الصناعية)	Data review and audit activities in industrial establishments	ICT Professional Services	ICT Consulting	(1.10)
46	1	532013	(تقديم خدمات التوصيل عبر المنصات الالكترونية)	Providing delivery services via electronic platforms	Software	Digital platforms	(1.02)
47	1	620116	(البرمجيات العسكرية)	Military Software	Software	Programming and software development	(1.06)
48	1	620117	(تطبيقات وخدمات ويب نظم المعلومات الجيومكانية)	Geospatial information systems web applications and services	Software	Digital platforms	(1.02)
49	1	631131	(بناء وتشغيل منصة/بوابة جيومكانية)	Building and operating a geospatial platform/portal	Software	Digital platforms	(1.02)
50	1	631132	(بناء قواعد البيانات الجيومكانية)	Building geospatial databases	Software	Application Development	(1.04)
51	1	711058	(أعمال نظم المعلومات الجغرافية)	GIS business	Software	Programming and software development	(1.06)
52	1	631111	(تقديم خدمات التصديق الرقمي)	Providing digital certification services	Software	Digital platforms	(1.02)

#	ISIC Group	Code ISIC4	Name of Activity (Arabic)	Name of Activity (English)	Classification Category (Level 1)	Classification Category (Level 2)	Priority Factor
53	2	631122	(تقديم خدمات الرسائل القصيرة)	Providing SMS services	Network and Communications	Telephony	(1.02)
54	2	332021	(تركيب معدات الاتصالات)	Telecommunication equipment installation	Network and Communications	Equipment installation services	(1.05)
55	2	332022	(تركيب الحواسيب المركزية)	Central computer installation	Hardware	Technical support for data center storage and processing devices	(1.00)
56	2	951110	(إصلاح وصيانة الحواسيب الشخصية والمحمولة (بجميع أنواعها وأحجامها))	Repair and maintenance of personal and laptop computers (all types and sizes)	Hardware	End-user Hardware Technical Support	(1.00)
57	2	951120	(إصلاح وصيانة الطابعات والماسحات الضوئية)	Repair and maintenance of printers and scanners	Hardware	End-user Hardware Technical Support	(1.00)
58	2	951130	(إصلاح وصيانة الشاشات، لوحة المفاتيح، الفأرة، وغيرها من ملحقات مشابهة)	Repair and maintenance of monitors, keyboard, mouse, and other similar accessories	Hardware	End-user Hardware Technical Support	(1.00)
59	2	951210	(إصلاح وصيانة أجهزة الهواتف اللاسلكية)	Wireless phone repair and maintenance	Hardware and gear	Technical support for end user devices	(1.00)
60	2	951220	(إصلاح وصيانة أجهزة الهواتف المحمولة (الجوال)	Repair and maintenance of mobile phones (mobile phones)	Hardware and gear	Technical support for end user devices	(1.00)
61	2	951230	(إصلاح وصيانة أجهزة الهاتف الثابت وأجهزة الفاكس)	Repair and maintenance of fixed-line telephones and fax machines	Hardware and gear	Technical support for end user devices	(1.00)
62	1	602032	(أنشطة برمجة اشتراك القنوات)	Channel Subscription Programming Activities	Software	Application development	(1.04)
63	1	581106	(نشر الكتب على الانترنت)	publishing books on the Internet	Software	End user software	(1.06)

8.2 Classification Journey - Flowchart

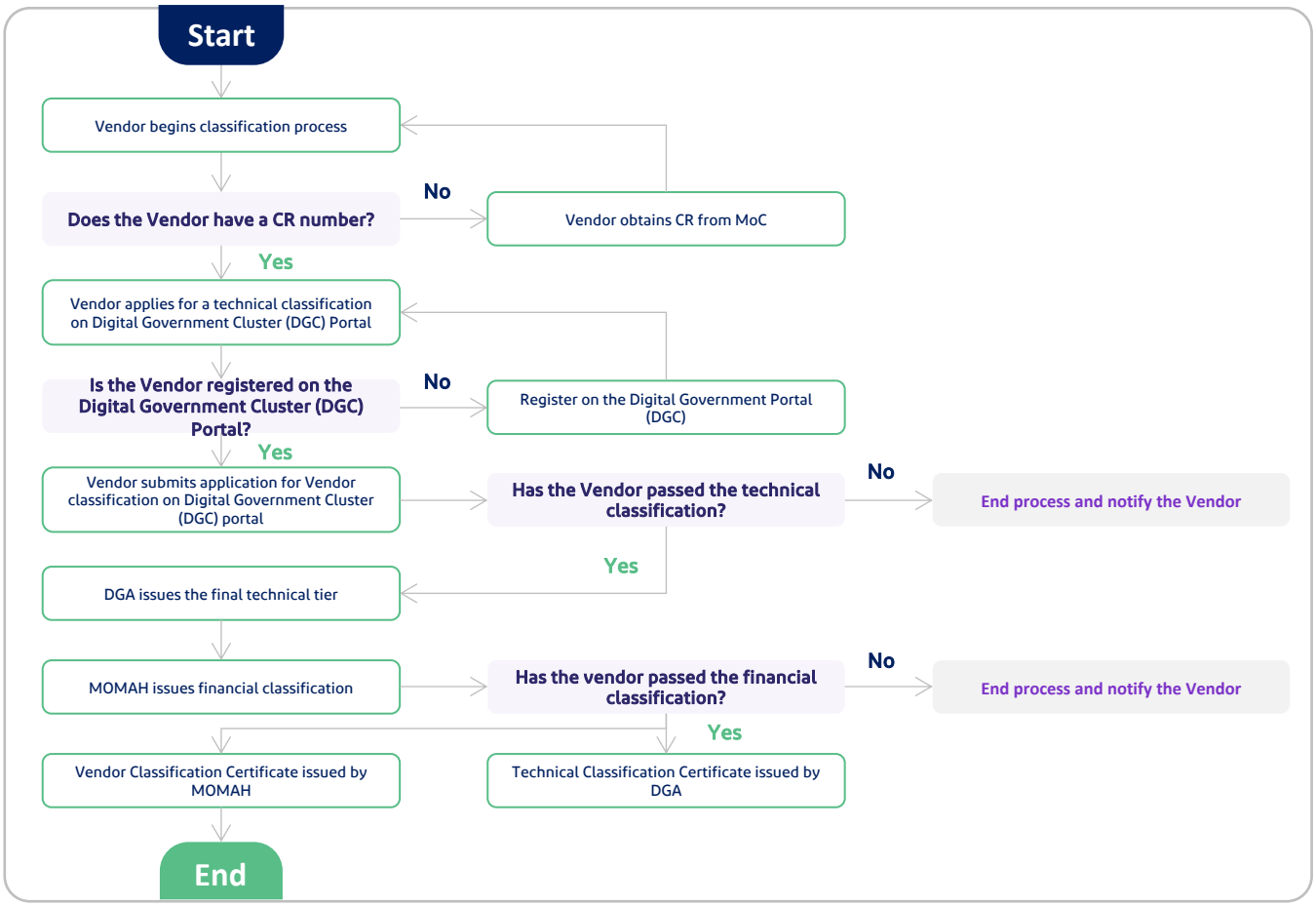


Figure (7) (Classification Journey – Flowchart)

8.3 Questionnaire list

Question	Level	Question	Quality Performance Indicators
L10001	Level (1) – Vendor Profile	Please provide the organisation's structure of the company and business model (Company profile).	Organizational Governance
L10002		Please indicate your highest level of contract delivered in the last two years. For example, do you operate internationally, nationally or regionally?	Technical Experience
L10003		Please indicate your highest level of public sector contract delivered in the last two years. For example, do you operate internationally, nationally or regionally?	Technical Experience
L10004		Please indicate the revenue of your highest cumulative value for an account within the KSA for the last financial year	Resources
L10005		In the last 3 years, has your organisation suffered a deduction of fees or other payments because 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.	Organizational Governance
L10006		In the last 3 years, has your organisation had a situation where a contract was NOT renewed due to failure to perform to the terms of the Contract in the KSA? Please provide additional information if required.	Organizational Governance
L10007		In the last 3 years, has your organisation ever been subjected to court/legal arbitration or alternative dispute resolution because of works/services carried out by your organisation in the KSA? Please provide additional information if required.	Organizational Governance
L10008		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.	Organizational Governance
L10009		Please provide the business continuity and IT disaster recovery plans. Attach all relevant credentials and accreditations.	Organizational Governance
L10010		Please provide your information/data security policies. Attach all relevant credentials and accreditations.	Compliance
L10011		Please provide a list of accreditations your organisation currently holds with recognised entities or governing bodies that are relevant to your operations in the KSA market.	Resources
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 *	Innovation & Growth
L20002		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.	Resources
L20003		Do your employees hold technical accreditations (NOT university degree qualifications) in <the category selected>? Please provide technical certifications that your employees have earned, in the last 5 years.	Resources
L20004		Does your organisation have a dedicated Research and Development (R&D) center in the KSA specifically for <the category selected>?	Innovation & Growth

*QPI (Qualitative Performance Indicators) provide qualitative capabilities of Vendors and may not be scored

Question	Level	Question	Quality Performance Indicators
L20005	Level (2) – Macro Level	In the last financial year, what percentage of your work is outsourced for <this category>?	Resources
L20006		In the last financial year, what proportion of your revenue is exported outside of KSA <for this category>?	Resources
L30001	Level (3) – Micro Level	Can you please provide an overview of the solutions you offer in <this activity>?	Technical Experience
L30002		Have you successfully delivered at least three projects involving <the activity selected> in the last three years? *	Technical 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.	Innovation & Growth
L41002		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.	Innovation & Growth
L41003		How many years of R&D experience does your organisation have in <the activity selected>?	Technical Experience
L41004		What percentage of revenue has your organisation spent in R&D, on <the activity selected>, in the last financial year?	Resources
L41005		What percentage of your employees working in <the activity selected>, are aligned to R&D?	Resources
L41006		What is the number of employees working in <the activity selected> that are aligned to R&D?	Resources
L41007		Indicate the number of successful R&D projects that have been completed by your company in <the activity selected> within KSA.	Technical Experience

*QPI (Qualitative Performance Indicators) provide qualitative capabilities of Vendors and may not be scored

Question	Level	Question	Quality Performance Indicators
L41008	Level (4) – RDI	Have you completed successful R&D projects for <the activity selected> globally in the last three years?	Technical 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.	Technical Experience
L42002		How many years of IIS experience does your organisation have in <the activity selected>?	Technical Experience
L42003		What percentage of revenue has your organisation generated from IIS, on <the activity selected>, in the last financial year?	Resources
L42004		What percentage of your employees working in <the activity selected>, are aligned to IIS?	Resources
L42005		What is the number of employees working in <the activity selected> that are aligned to IIS?	Resources
L42006		Indicate the number of successful implementation projects you have completed in <the activity selected> within KSA.	Technical Experience
L42007		Have you completed successful implementation projects for <the activity selected> globally in the last three years?	Technical 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.	Technical Experience
L43002		How many years of SS experience does your organisation have in <the activity selected>?	Technical Experience
L43003		What percentage of revenue has your organisation generated from SS, on <the activity selected>, in the last financial year?	Resources
L43004		What percentage of your employees working in <the activity selected>, are aligned to SS?	Resources

*QPI (Qualitative Performance Indicators) provide qualitative capabilities of Vendors and may not be scored

Question	Level	Question	Quality Performance Indicators
L43005	Level (4) – SS	What is the number of employees working in <the activity selected> that are aligned to SS?	Resources
L43006		Indicate the number of successful support projects you have delivered in <the activity selected> within KSA.	Technical Experience
L43007		Have you delivered successful support projects for <the activity selected> globally in the last three years?	Technical Experience
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.	Technical Experience
L44002		How many years of S&D experience does your organisation have in <the activity selected>?	Technical Experience
L44003		What percentage of revenue has your organisation generated from S&D, on <the activity selected>, in the last financial year?	Resources
L44004		What percentage of your employees working in <the activity selected>, are aligned to S&D?	Resources
L44005		What is the number of employees working in <the activity selected> that are aligned to S&D?	Resources
L44006		Indicate the number of successful reselling and distribution projects you have completed in <the activity selected> within KSA in the last three years.	Technical Experience
L44007		Have you completed successful reselling and distribution projects for <the activity selected> globally in the last three years?	Technical Experience

*QPI (Qualitative Performance Indicators) provide qualitative capabilities of Vendors and may not be scored

Quality Performance Indicators	Description
Technical Experience	This refers to the vendor's track record and history in the market. It considers factors like the vendor's years in business, their experience with similar projects, and their overall industry reputation.
Organizational Governance	This pertains to the vendor's internal structure, processes, and policies. It examines how the vendor manages risk, ensures compliance, and maintains high ethical standards in their operations.
Innovation & Growth	This reflects the vendor's commitment to staying ahead of the curve. It considers their investment in research and development, their adoption of new technologies, and their ability to adapt to evolving market trends.
Compliance	This assesses the vendor's ability to safeguard your data and comply with relevant industry regulations and legal frameworks. It considers their security measures, certifications, and commitment to maintaining a secure operating environment.
Resources	This considers the availability and quality of the vendor's team, tools, and infrastructure. It evaluates their capacity to handle the project's demands effectively and efficiently.

8.4 Questionnaire Statistics

The Questionnaire comprises a total of (48) questions that intend to assess the vendor's Quality Performance Indicators across – Technical Experience, Organizational Governance, Innovation & Growth, Compliance, and Resources. These questions are designed to allow participating vendors to respond most effectively with regard to time & effort. While the majority of the questions are multiple choice, Yes/No, and template-based, some free-text questions allow the vendors to elaborate on their depth of knowledge and capabilities. We expect vendors to answer **all*** questions carefully for a fair and complete assessment.

Question level	Count
L(1) - Vendor Profile	11
L(2) - Macro Level	6
L(3) - Micro Level	2
L(4) - R&D	8
L(4) – IIS	7
L(4) – SS	7
L(4) - S&D	7

Quality Performance Indicators	Count
Technical Experience	19
Organizational Governance	6
Innovation & Growth	4
Compliance	1
Resources	18

Question Type	Count
Free Text	5
Multiple Choice	25
Yes or No	5
Yes or No & Free Text	8
Template Based	4
Yes or No & Template based	1

Figure 8 (Questionnaire Statistics)

*The system is designed such that vendors will only see questions that apply to them. Having said that, all questions pertaining to level (1), (2) & (3) are mandatory.

Example: Vendor applies for only (SS) under activity (A) and only (IIS) under Activity (B); Number of questions they must answer – (31)

Level (1) – (11)

- Level (2) – (6)
  - Level (3) – (3) (Activity A)
    - Level (4) – (7) (SS)
  - Level (3) – (3) (Activity B)
    - Level (4) – (7) (IIS)

8.5 Scoring Mechanism

The questionnaire is grouped as four levels to holistically evaluate technical experience, Organizational governance, innovation & Growth, and resources, as well as security and compliance capabilities of a Vendor:

- Level (1) (Organization) – Vendor Profile
- Level (2) (Category) – Macro Level
- Level (3) (Activity) – Micro Level
- Level (4) (Value Chain) – Detailed Level

Scoring is dependent on the Vendor's achieved score for each question. Value chain score is weighted with (25%) allocated to the sum of Level (1), Level (2), and (3), while Level (4) accounts for (75%) of the value chain score, as demonstrated in Figure (9)

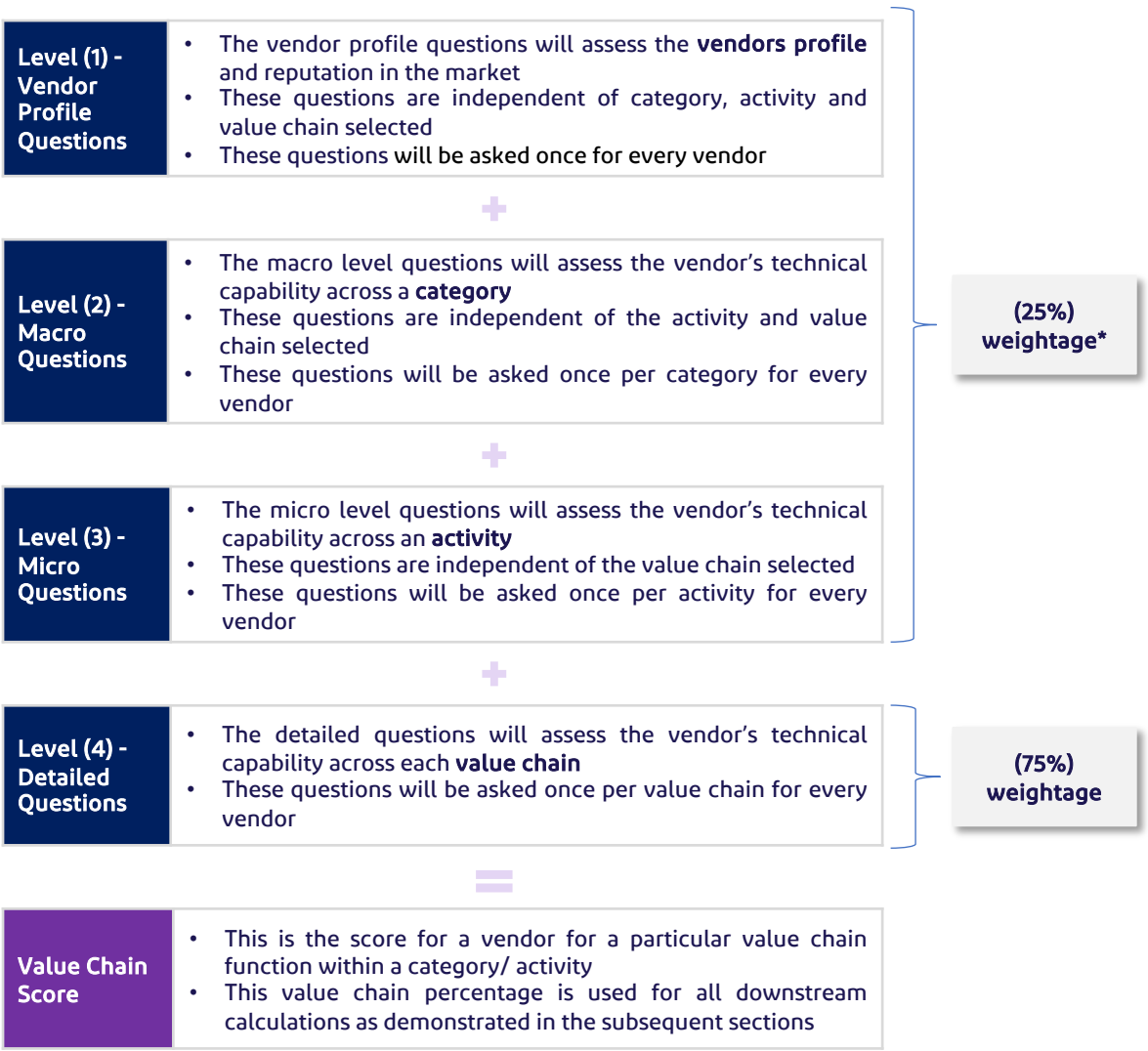


Figure (9) (Value chain score calculations)

*Based on data available for over (300) vendors, weightage for Level (1) ranges between (4%) and (9%), Level (2) between (13%) and (15%) and Level (3) between (3%) and (6%).

هيئة الحكومة الرقمية
Digital Government Authority

DGA.GOV.SA