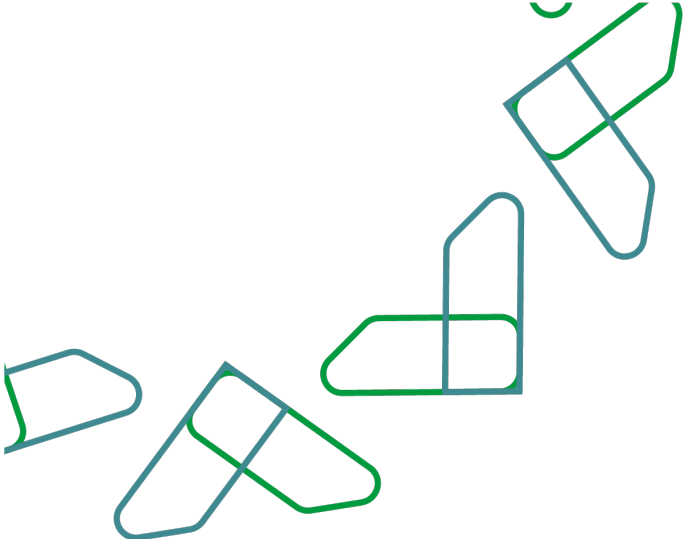




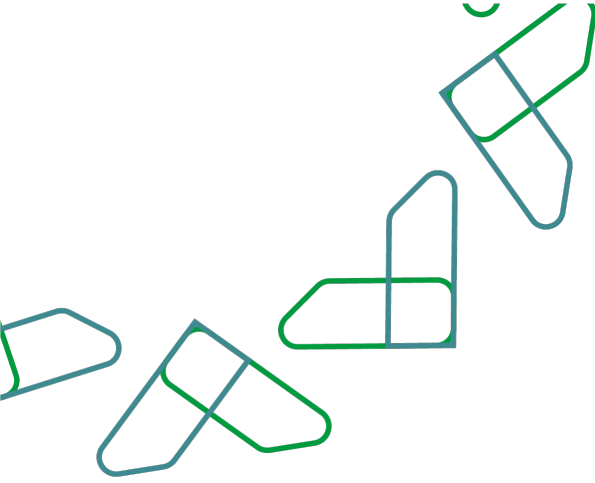
Service Delivery Levels for Electronic Services Etimad Platform



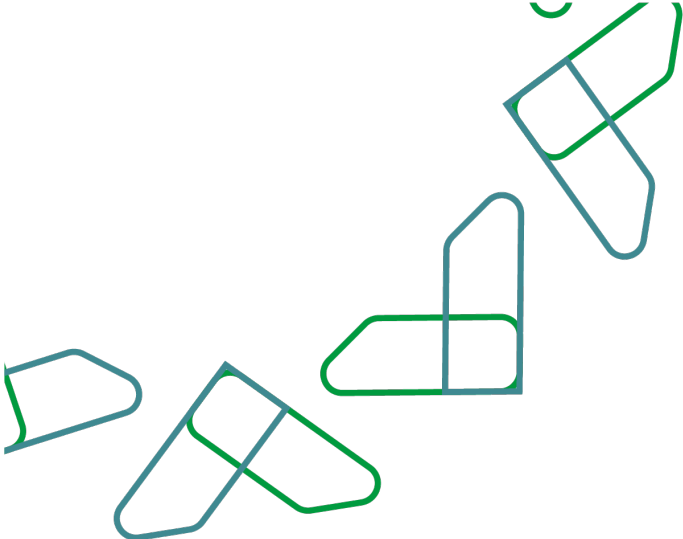
Update Date: 19/01/2024 AD

1. Service Delivery Levels for Electronic Services

Channel	Request Type	Service Availability Time	Expected Response Time	Average Resolution Time
Unified Number	General inquiry	7/24	20 seconds	Immediately.
Live Chat		Saturday to Thursday: 8:00 AM to 10:00 PM Friday: 1:00 PM to 9:00 PM	20 seconds	Immediately.
Contact Us Form		7/24	Immediately	5 working days.
E-mail		7/24	One working day	3 working days.
X Platform		Saturday to Thursday: 8:00 AM to 10:00 PM Friday: 1:00 PM to 9:00 PM	15 minutes	Immediately.
Unified Number		Proposal	7/24	20 seconds
Contact Us Form	7/24		Immediately	
E-mail	7/24		One working day	
X Platform	Saturday to Thursday: 8:00 AM to 10:00 PM Friday: 1:00 PM to 9:00 PM		15 minutes	



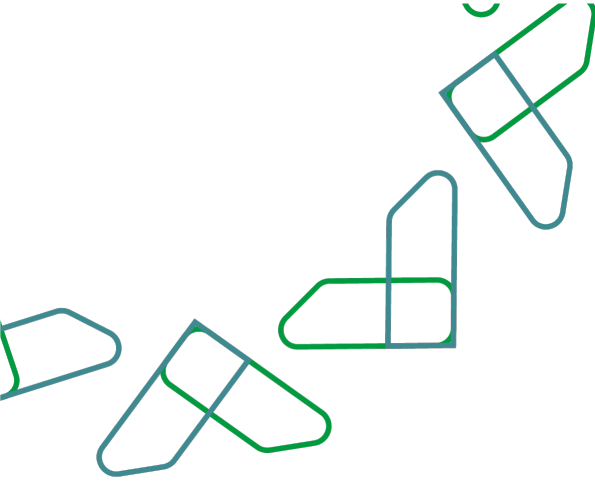
Unified Number	Requests (complaint/technical problem/procedural inquiry)	7/24	20 seconds	5 working days.
Contact Us Form		7/24	Immediately	
E-mail		7/24	One working day	
X Platform		Saturday to Thursday: 8:00 AM to 10:00 PM Friday: 1:00 PM to 9:00 PM	15 minutes	
Unified Number	Procedural services	7/24	20 seconds	1 to 2 working days
Contact Us Form		7/24	Immediately	



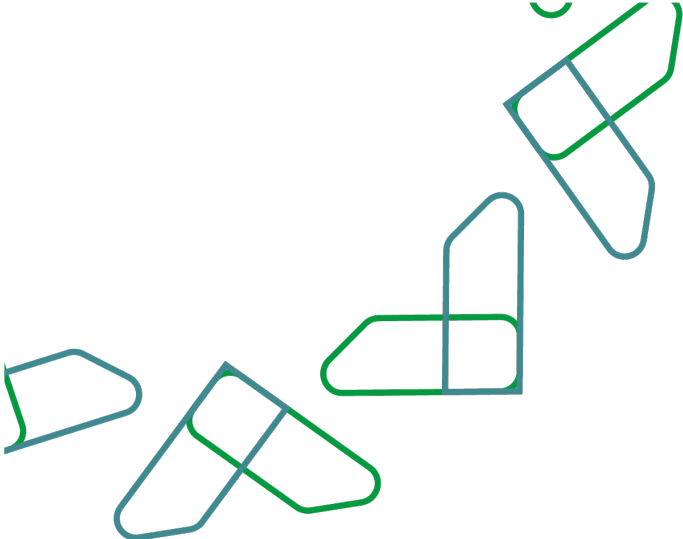
E-mail		7/24	One working day	
X Platform		Saturday to Thursday: 8:00 AM to 10:00 PM Friday: 1:00 PM to 9:00 PM	15 minutes	

Procedural Services	Service Availability Time	Expected Completion Period
Activate establishments that do not have a commercial register.	Depending on the time of communication channel availability.	3-5 working days.
Manage permissions (add user).	Depending on the time of communication channel availability.	3-5 working days.
Manage permissions (disable user).	Depending on the time of communication channel availability.	3-5 working days.
Manage permissions (modify user permission).	Depending on the time of communication channel availability.	3-5 working days.

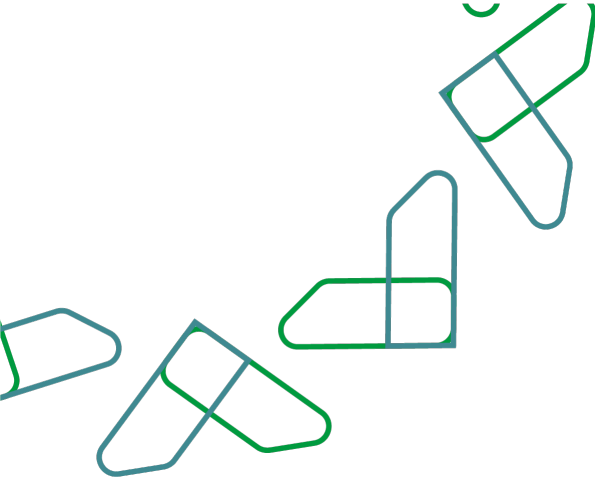
Service	Availability	Duration of Service on the Platform
Tenders and Procurement		
Band vendors list management	7/24	3 working days.
Tendering committee management	7/24	3 working days.
Browse available tenders	7/24	Immediately.



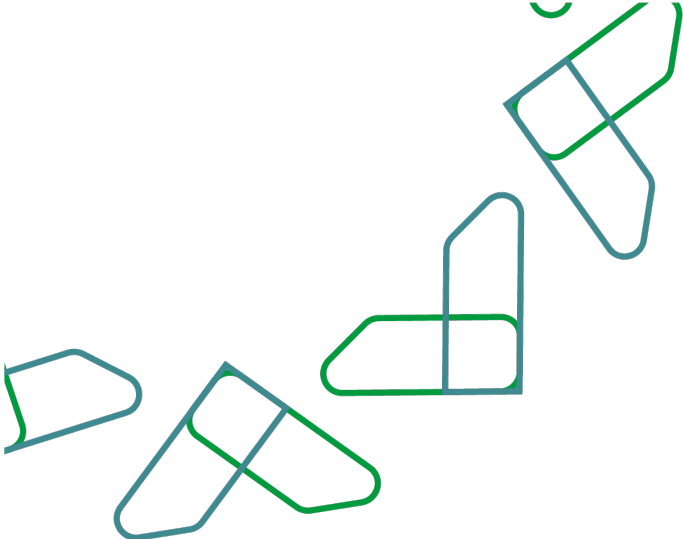
Prepare tender projects	7/24	Quarterly.
Withdrawal from direct purchase invitation	7/24	Immediately.
Respond to direct purchase invitations	7/24	Immediately.
Respond to the post-qualification invitation	7/24	Immediately - During the deadline for submission of qualification documents.
Response to postpone bid submission request	7/24	Immediately.
Response to an appeal escalation request	7/24	From 15 to 30 working days.
Respond to a request of an appeal	7/24	15 working days.
Tender cancellation after offering	7/24	Immediately - From the date of tender publication on the platform and before the bid award stage.
Tender cancellation before offering	7/24	Immediately - Before offering and publishing the tender.
E-bidding rounds participation	7/24	Immediately - During the period from the start of the round time until its end.
Withdraw a tender offer	7/24	Immediately until the last day of the bid submission date set out in the tender document.
Negotiation request the first stage (financial negotiation)	7/24	Immediately - During the tender award period.



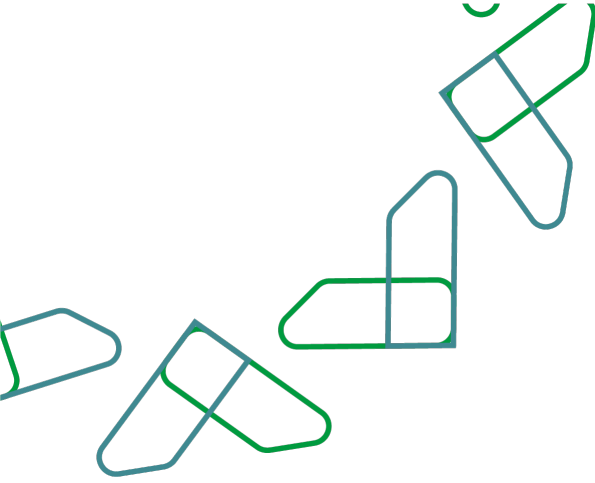
Negotiation request the second stage (terms negotiation)	7/24	Immediately - From the rejection date of the first stage negotiation and during the award stage period.
Request to postpone bid submission	7/24	Immediately - Before the last day of the bid submission date set out in the tender document.
Future tenders project	7/24	Immediately.
Tender announcement management	7/24	From 15 to 60 days until the deadline for submission of bids (Article 34 of the Regulations).
Purchase of tender document	7/24	Immediately.
Sending tender inquiry	7/24	Immediately - During the period of receiving bids.
Submit tender bid	7/24	Immediately - During the period of receiving bids set out in the tender.
Tender award	7/24	From 99 to 180 days from the date set for opening bids (Article 39).
Review bids result	7/24	Immediately.
Vendors lists management	7/24	Immediately.
Tenders advertisement lists subscription	7/24	Immediately.
Review advertisements of needs	7/24	Immediately.
Browse list of future tenders	7/24	Immediately.
Submitting a request for an appeal	7/24	Immediately and during the downtime period from 5 to 15 working days.
Opening bids	7/24	Immediately - According to the date set out in the tender document for opening bids.
Pre-qualification application	7/24	Immediately and during the deadline for submitting



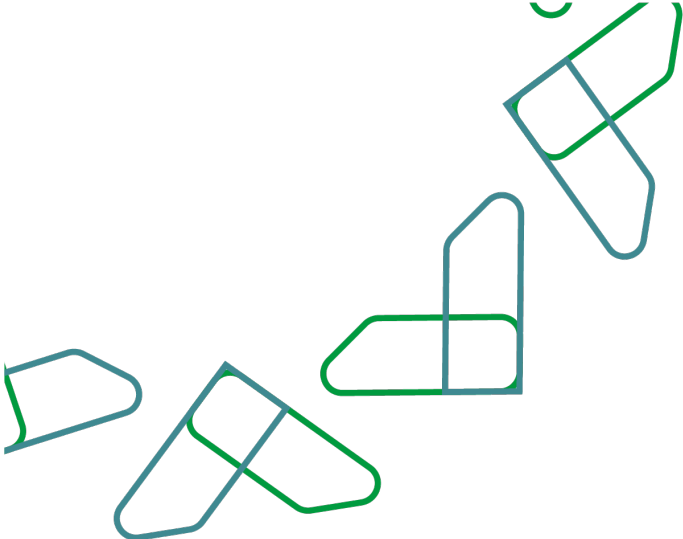
		qualification documents set by the government entity.
Create a pre-qualification invitation	7/24	Immediately.
Create post-qualification invitation	7/24	Immediately.
Tendering	7/24	From 15 to 60 days including (review by the entity and publication of the advertisement on the platform).
Bid examination	7/24	From 90 to 180 days.
Escalation of appeal request	7/24	3 days of service of the decision.
Complaints	7/24	5 working days.
Contracts		
Register a new contract (unautomated)	7/24	Immediately.
Register a new contract (automated)	7/24	Immediately.
Contract Approval (automated)	7/24	Immediately.
Contract withdrawal (automated)	7/24	Immediately.
E-signature of the contract (automated)	7/24	Immediately.
Contract forwarding (automated)	7/24	Immediately.
Reappointing the representative of the government entity to sign the contract (automated)	7/24	Immediately.
Registering a substitute contract	7/24	Starting the procedure is immediate and completing the



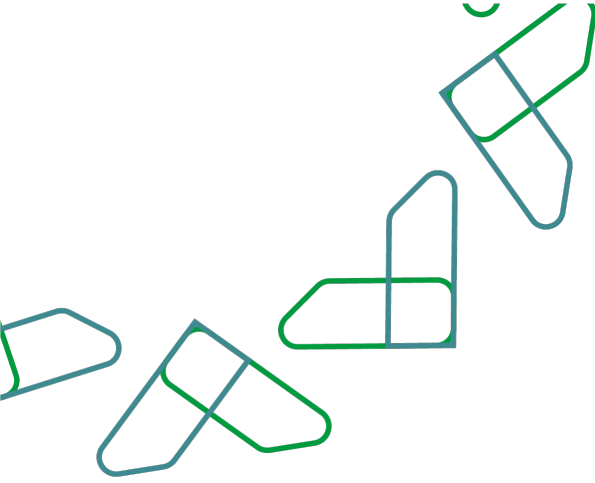
		procedure depends on the procedures of the government entity.
Register an existing contract	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the government entity.
Register a transferred contract	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the government entity.
A request for amendment to increase (in value and duration)	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the government entity.
A request for amendment to increase (only the value)	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the government entity.
A request for amendment to extend (only duration)	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the government entity.
A request for amendment to decrease (in value and duration)	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the government entity.
A request for amendment to decrease (only the value)	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the government entity.



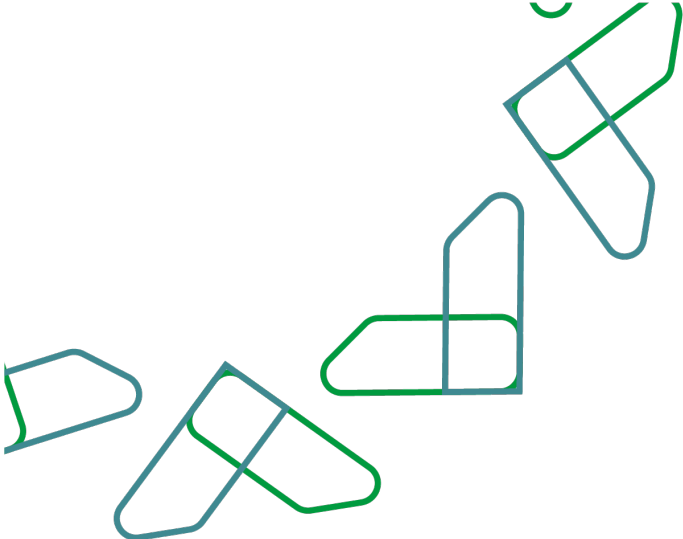
A request for amendment to decrease (partial withdrawal)	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the government entity.
A request to terminate the contract	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the government entity.
Responding to a request to amend the contract	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the vendor.
A request to amend the milestones table	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of the government entity.
Responding to a request to amend the milestones table	7/24	Starting the procedure is immediate and depends on the registered vendor decision.
Adding the vendor's file	7/24	Starting the procedure is immediate and depends on the registered vendor decision.
Complaints	7/24	5 working days.
Payments		



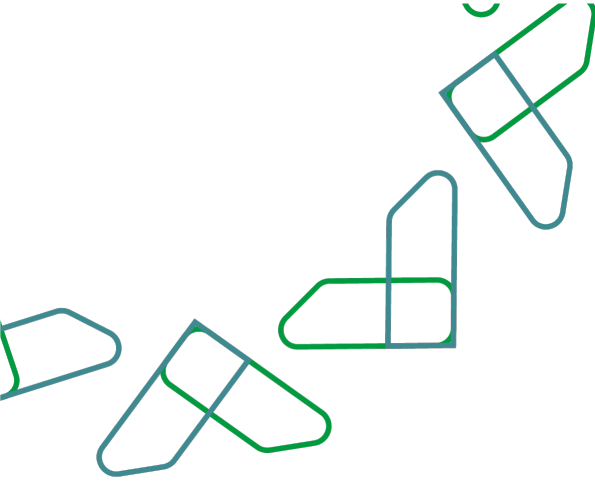
Contract financial claims	7/24	75 working days according to Article (67) of the Government Tenders and Procurement Law.
Bills financial claims	7/24	75 working days according to Article (67) of the Government Tenders and Procurement Law.
Exceptional financial claims	7/24	75 working days according to Article (67) of the Government Tenders and Procurement Law.
Financial claims for contracts with variable currencies	7/24	75 working days according to Article (67) of the Government Tenders and Procurement Law.
Review the status of financial claims	7/24	Immediately.
Custodies and advance payments	7/24	75 working days according to Article (67) of the Government Tenders and Procurement Law.
Replacing the custodies and the advance payments	7/24	75 working days according to Article (67) of the Government Tenders and Procurement Law.
Settlement of custodies and advance payments	7/24	75 working days according to Article (67) of the Government Tenders and Procurement Law.
Workers' rights	7/24	75 working days according to Article (67) of the Government Tenders and Procurement Law.
Other payments	7/24	75 working days according to Article (67) of the Government Tenders and Procurement Law.



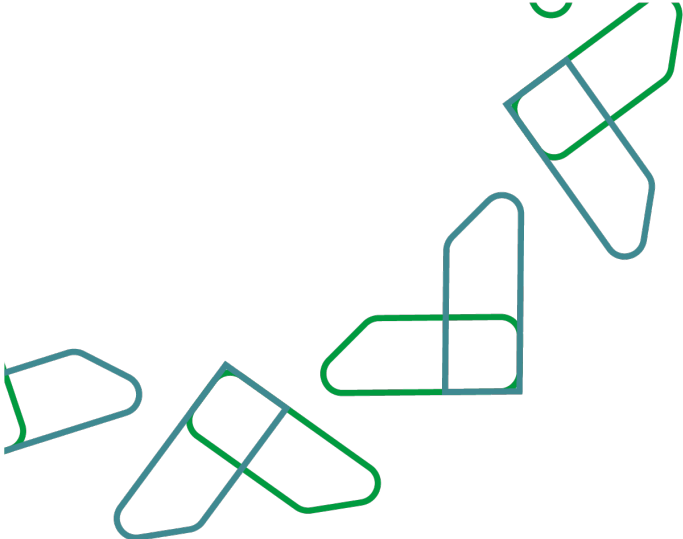
Adding the vendor's file	7/24	3 working days.
Adding the vendor's Bank account number (IBAN)	7/24	3 working days.
Complaints	7/24	5 working days.
Etimad Market		
Issuing an invoice for approval.	7/24	Immediately.
Sending a delivery notice	7/24	Immediately.
Respond to a purchase request	7/24	Immediately.
Create a framework agreement	7/24	Immediately.
Confirm receiving products from the government entity	7/24	Immediately.
Purchase order award	7/24	Immediately.
Purchase of products	7/24	Immediately.
Complaints	7/24	5 working days.
Write off the contractors' violations		
Submitting a request to write off a violation	7/24	Starting the procedure is immediate and completing the procedure depends on the procedures of both the government entity and the Ministry of Finance.
Viewing and reviewing the request to write off a violation	7/24	Immediately.
Complaints	7/24	5 working days.
Government ERCAB		
ERCAB item management	7/24	Immediately.
Urgent ERCAB request	7/24	3 minutes per user.



Create ERCAB order	7/24	3 minutes per user.
Booking tickets (reservation)	7/24	3 minutes per user.
Complaints	7/24	5 working days.
Bank Guarantee		
Issue letter of guarantee	7/24	8 working hours.
Amend letter of guarantee	7/24	8 working hours.
Auto-cancellation of letter of guarantee	7/24	16 working hours.
Complaints	7/24	5 working days.
Debts		
Debt review	7/24	Immediately.
Registration/adjustment of debts	7/24	One working day.
Repayment of debts	7/24	30 working days from the first notice date. 15 working days from the second notice date.
Submitting a rescheduling request	7/24	Immediately.
Request for debt relief	7/24	Immediately.
Request for debt installment	7/24	Immediately.
Complaints	7/24	5 working days.
Budget		
Preparation of revenue budget	7/24	Immediately.
Preparing jobs' budget	7/24	90 days.
Complaints	7/24	5 working days.
Financial Rights Self-Inquiry		
Employees' rights self-inquiry	7/24	Immediately.
Complaints	7/24	5 working days.
Inquiry about Government Payments		
Inquiry about government payments	7/24	Immediately.
Complaints	7/24	5 working days.
Collection Services		
Register a bill	7/24	Immediately.
Edit a bill	7/24	Immediately.
Cancel bill	7/24	Immediately.
Issuing of reports	7/24	Immediately.
Complaints	7/24	Immediately.
Revenue		

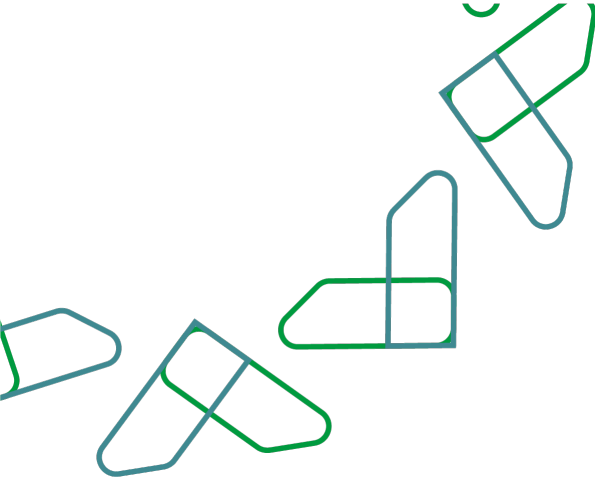


Classify and transfer the revenues	7/24	Two hours.
Review of transfer operations	7/24	Immediately.
Complaints	7/24	5 working days.
Portal of Developers		
Payment of subscription fees	7/24	Immediately.
Viewing of products	7/24	Immediately.
Subscribe with an API product	7/24	3 working days.
Application management	7/24	Immediately.
Complaints	7/24	5 working days.
Reports and Indices		
Reports and indices	7/24	Immediately.
Complaints	7/24	5 working days.
Control and Supervision		
Control and supervision	7/24	Immediately.
Complaints	7/24	5 working days.
Etimad Auction		
Paying the auction value	7/24	Immediately.
Submitting of offers	7/24	Immediately.
Review auctions	7/24	Immediately.
Participating in the auction	7/24	Immediately.
Creating the auction	7/24	Immediately.
Starting auction activation	7/24	Immediately.
Posting the auction Ad on the platform	7/24	Immediately.
Complaints	7/24	5 working days.
Sarf System		
Sarf system services	7/24	Immediately.



Complaints	7/24	5 working days.
Compensation of Establishments for the Increase in Financial Consideration		
Complaints	7/24	5 working days.
Subscriptions		
Subscriptions	7/24	Immediately.
Complaints	7/24	5 working days.
Projects		
Complaints	7/24	5 working days.
Final Account		
Complaints	7/24	5 working days.

***If there is no response within the deadline, please submit a complaint via the electronic contact us form.**



Supervised By

وزارة المالية
Ministry of Finance



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المركز الوطني لنظم
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