

الهيئة السعودية للمقيمين المعتمدين  
Saudi Authority for Accredited Valuers



**Saudi Authority for Accredited Valuers (TAQEEM)**

**Request for Proposal for  
TAQDEER Strategy Formulation**

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## Part 1 – Introduction

### Introduction

Saudi Authority for Accredited Valuers (TAQEEM) is the government regulator of the valuation profession in Saudi Arabia. TAQEEM works on implementing laws and legislations which allow valuers to practice the valuation profession according to the International Valuation Standards (IVS). TAQEEM currently qualifies and accredits valuers in five valuation sectors which include real estate, business, machinery & equipment, vehicle damages assessment and precious metals & gemstones.

TAQEEM aims to develop the vehicles damage assessment profession as it contributes in preserving rights and achieving transparency through providing high-quality services carried by professional assessors working at TAQDEER centers.

### 1.1 Purpose of RFP

To formulate a new strategy for the vehicle damages assessment sector & TAQDEER program and develop a five-year actionable roadmap to define future direction, areas of development and pathways for growth.

### 1.2 Timetable

The delivery of financial and technical proposals is described below:

Procedure	Due Date
Responses of technical & financial proposals:	13 <sup>th</sup> of August

### 1.3 General conditions

Bidder shall satisfy the following conditions:

1. Having experience in implementing projects similar to TAQEEM projects.
2. Provide CVs of the team engaged in the implementation of the project with specifications annexed hereto. TAQEEM shall have the right to employ any staff it deems competent to work with the project's team.
3. The right of tender documents is reserved by TAQEEM, and any one to whom these documents are delivered or come into use or possession shall maintain them as confidential and integrated, and not photocopy or use them for purpose(s) other than the preparation of this tender and not to utilize them by any other means.
4. Bidder shall be responsible for reviewing and checking all tender documents and their appendices issued by TAQEEM during the tender period and shall inform TAQEEM of any mistakes it detects during this period and bear alone any default or omission.
5. The bidder may ask TAQEEM, during the tender period (as per the above timetable), any questions or queries concerning the tender. If TAQEEM found it necessary to

- answer such questions and inquires it will make that available for the benefit of all bidders.
6. The least price tender offer does not mean it is the most suitable, as technical evaluation is important for selecting the proposal that conforms to the required technical specifications.
  7. All financial transactions of the project shall be in accordance with the approved procedures of TAQEEM.
  8. Bidder shall be aware of all data and information required for preparing the proposal, give careful consideration to the responsibilities and obligations that contract with TAQEEM, and take into account any scope creep, changes or occurrences that may affect the implementation of the project works.
  9. Bidder shall ensure the authenticity and accuracy of quantities, descriptions and other technical documents submitted by it in this tender.
  10. Defaults and omissions committed by the bidder in the course of seeking specific data that may affect the achievement of works will not have an impact on the consequential responsibilities and obligations pertaining to the execution and delivery of works subject of this contract.
  11. Protect confidentiality of information and documents of TAQEEM.
  12. Implement the project in a professional manner and work close to project director and representatives of TAQEEM.
  13. Communicate expertise and work methodology to the team of TAQEEM.
  14. Ensure that all problems encountered in the course of implementing this project are amicably solved to the satisfaction of TAQEEM.
  15. In the event of contractor failure to complete contract works as scheduled, penalties will be imposed as per the procurement system of TAQEEM and its implementing regulations.

#### **1.4 Confidentiality**

This tender and all materials presented by TAQEEM shall be considered as confidential, and TAQEEM requires that this RFP shall not be sent to any third party for evaluation or otherwise unless a prior written consent of TAQEEM is obtained.

#### **1.5 Duration of Agreement:**

The estimated time for closing the Project is (9) months starting from 26 April 2020. If the contractor didn't adhere the period specified to complete the project, or fail at working on it, there will be full termination and sanctions according to the purchases system and the Regulations of TAQEEM.

##### **1.5.1 Terms of payment**

Payment is made according to the work performed within work scope and its provisions and as per the financial procedures of TAQEEM. The bidder shall have the right to suggest any

mode of payment which is reviewed and approved by TAQEEM dependent on the flexibility and appropriateness of the proposed mode of payment.

### **1.5.2 Initial Bond**

It must represent 1% of the financial proposal and should be attached with the financial proposal.

### **1.5.3 Final Bod**

It must represent 5% of the financial proposal and should be delivered during contracting.

## Part 2 – Competition and Tenders

### 2.1 Bidder

1. Bidder's proposal shall include technical information and price details of its services, which shall satisfy or exceed the requirements and specifications of TAQEEM included in this document.
2. Proposal shall include profile of the bidder and information about bidder's qualifications in the scope of work.
3. To facilitate the evaluation process for all proposals, it is necessary to accept the general conditions and stipulations.
4. Failure to reach an agreement or commitment to any of these conditions and stipulations and/or not following the required mandatory tender briefing and/or not presenting the required information will result in the offer being ineligible for evaluation.

### 2.2 Tender requirements

1. Proposals shall be submitted inside sealed envelope addressed to Saudi Authority for Accredited Valuers (TAQEEM).
2. Tender proposal shall be valid for ninety (90) days from the date of opening envelopes. On the other hand, bidder shall be committed to make its offer valid for ninety (90) days, with the right of TAQEEM to extend the bond and proposal validity for the same period without referring to the bidder.
3. All tender submissions shall be stamped by bidder.
4. The financial proposal shall be separate from the technical proposal.

### 2.3 Tender documentation

#### Submitted tender envelopes shall contain:

1. The financial proposal, original document and a copy signed and stamped.
  2. The technical proposal original document and a copy signed and stamped.
  3. Copy of the commercial registration certificate, valid and stamped by the organization *(for local organizations in Saudi Arabia)*.
  4. Copy of the Chamber of Commerce membership certificate, valid and stamped by the organization *(for local organizations in Saudi Arabia)*.
  5. Zakat and income certificate stamped by the organization *(for local organizations in Saudi Arabia)*.
  6. Saudization certificate, to be printed out from the Ministry's website on headed papers of the organization, sealed by the organization and authenticated by the Chamber of Commerce and Industry *(for local organizations in Saudi Arabia)*.
  7. GOSI certificate stamped by the organization *(for local organizations in Saudi Arabia)*.
- The Bidder shall adhere to the specifications and conditions required by this tender, and any exception or omission will invalidate the tender.

## 2.4 Bid solicitation

### Inquiries:

All communications and questions between the bidders and TAQEEM shall be officially sent to the following address:

Saudi Authority for Accredited Valuers (TAQEEM).

Proposal for formulating TAQDEER's strategy project in Riyadh, Saudi Arabia.

Email: [aalabood@taqem.gov.sa](mailto:aalabood@taqem.gov.sa)

All questions and inquiries about the RFP's administrative and technical content shall be sent to the above e-mails as per the tender's timetable. After receiving all questions, TAQEEM will answer them all via email and will not give individual answers to bidder before receiving all inquiries.

Tenders shall not contact any employee of TAQEEM regarding this RFP, except authorized personnel.

## 2.5 Submission of tenders

All tender submissions should be sent to the following address:

13321 Riyadh – Kingdom of Saudi Arabia

Anas Bin Malik, Al-Sahafa

Floor 3, Alamani center

Saudi Authority for Accredited Valuers (TAQEEM).

Department of Planning and Business Development.

The proposal shall contain the following information:

- Company Name
- Contact Person name
- Contact person position
- Phone number
- Mobile number
- Fax number
- E-mail
- Company address

## 2.6 Contracting Procedures

### 2.6.1 Accepted tenders

When a tender is accepted by TAQEEM, bidder's response to proposal request will be mandatory on bidders and may be used in part or as a whole in the contract which will be signed between TAQEEM and the bidder.

### 2.6.2 Contract awarding

TAQEEM has the right to give the contract totally or partially to more than one bidder as per the benefits of the work and corresponding to the purchasing system and executive regulations of TAQEEM.



## Part 3 – Scope of Work

### 3.1 Introduction:

TAQEEM is the government regulator of the vehicles damage assessment (VDA) profession among other valuation sectors in Saudi Arabia. TAQDEER is a program launched jointly by (TAQEEM), The Saudi Arabian Monetary Authority (SAMA), The General Department of Traffic (GDT) and insurance companies represented by Najm for insurance services. It seeks to develop and regulate the process of assessing vehicle damages at the highest standards to guarantee vehicle safety and post-repair inspection, and provide top services to customers by linking all relevant entities within a unified electronic system in order to simplify post-accident procedures based on global practices, as well as providing spare parts pricing in cooperation with spare parts providers and agencies.

TAQDEER is the program responsible for managing, operating and organizing vehicles damage assessment processes in a professional manner and in accordance with the best international standards. It aims to govern procedures and technical engagement of all parties involved in the assessment process in terms of traffic accidents and vehicles damages caused by theft, vandalism, floods and damages from fallen objects etc, with the goal of facilitating and simplifying procedures for all parties affected and preserving their rights.

At TAQDEER centers, assessments are carried by qualified and skilled vehicle damage assessors accredited by TAQEEM to inspect vehicles and estimate the value of the damages and its repair costs. After estimating the amount of damages done to a vehicle, these assessors send a detailed electronic report of the case to customers.

### Current Situation of TAQDEER Centers:

There are five certified specialized centers in Riyadh and a dedicated center for disputes. There is one center in Jeddah and one in Khobar. It is expected to establish eight new centers around the kingdom in 2020. Recently, TAQEEM and Najm in cooperation announced the electronic damages assessment (EDA) to estimate the value of minor damages and their repair costs.

### TAQDEER Electronic System:

TAQDEER electronic system is developed internally to manage the assessments process. It includes various data on vehicles such as: area, City, DA Registration Time, Completion Date Time, Case Reference No, DA Case Number, Final Assessment Cost, Spare Part Final Cost, Total Cost, Manufacturer, Model, Owner ID, Owner Name, Mobile Number, Manufacture Year, Color, Plate No, Chassis No, Fees, Transaction No, Payment Type. (Check appendix 2 for case sample from TAQDEER system).

## VDA Training & Accreditation Requirements

In the vehicle damages assessment sector, vehicles include all road mobile machines used for transporting people or cargo such as cars, trucks, buses and motorcycles. This sector – regulated by TAQEEM - allows professionals to practice in this field based on educational qualification, membership and licensing. After passing the training courses and completing the registration requirements, members can practice the valuation profession under a licensed firm (TAQDEER center).

In order to become an accredited assessor, the trainee must complete the training path which includes 72 hours of training represented in 5 courses as follows:

- 1- DA 300 (Introduction to vehicle damages assessment standards).
- 2- DA 301 (Vehicles design and construction).
- 3- DA 302 (Repair methodologies and used tools and techniques in carrying out assessments on cosmetic and structural parts of vehicles).
- 4- DA 303 (Vehicles safety systems and their impact on repairs and vehicle construction).
- 5- DA 304 (Managing assessment operations).

As for the practical training, it takes place at the training center established by TAQEEM to offer assessors the opportunity to benefit from the learning experience on the field.

After completing the "301 course", the trainee can apply for either the provisional membership or the temporary membership and submit the required documents (university degree or previous experience). Temporary members can then apply for the accredited membership after completing 1000 experience hours and after that they can apply for the fellow membership after completing 2500 experience hours. As for provisional members, they must complete the "303 course" as well as 2500 experience hours to obtain the fellow membership.

## For more information about the vehicles damage assessment sector & TAQDEER:

1. Accredited Valuers Law ([here](#)).
2. Implementing regulation of the vehicles damages assessment sector ([here](#)).
3. TAQDEER website ([here](#)).
4. Market study on vehicle damages assessment conducted by KPMG in 2015 ([here](#)).
5. Requirements of establishing new TAQDEER centers – example ([here](#)).
6. Municipal and technical requirements for establishing TAQDEER centers ([here](#)).
7. Vehicle damages assessment manual ([here](#)).
8. Current customer journey (Appendix 1).
9. Case sample from TAQDEER electronic system (Appendix 2).
10. Training & accreditation path of the vehicles damage assessment sector (Appendix 3).

### 3.2 Project description:

TAQEEM aims to formulate a new strategy for the vehicles damage assessment sector and TAQDEER program on three main phases (explained under Project Deliverables), as having a well-established initiatives and goals contributes to the success of the profession.

### 3.3 Project Objectives:

- Developing a new strategy and renovating current practices.
- Improving professionalism in the vehicles damage assessment profession.
- Developing business models and operating models.
- Enhancing knowledge sharing with project team.

### 3.4 Detailed Scope of Work:

#### Strategic scope:

- Benchmarking VDA local and best international practices to insure alignment.
- Formulating a new strategy and developing a customer journey.
- Advising on potential expansions of TAQDEER centers around the kingdom.
- Providing recommendations on revenue streams.
- Reviewing current practices of TAQDEER.

#### Regulative scope:

- Reviewing regulatory framework including implementing regulation and local standards to identify existing gaps and areas of improvement.
- Reviewing VDA manual and experience hours' calculation methodologies.
- Reviewing requirements of establishing TAQDEER centers.
- Assessing legislations affecting customers and stakeholders such as: compensation and dispute management approaches etc.
- Reviewing supervision procedures and implementation of penalties for TAQDEER centers.

#### Professional scope:

- Reviewing current services provided at TAQDEER centers and suggesting potential services.
- Updating training and accreditation paths with advanced competency framework and skill sets.
- Developing employee journey and qualification in addition to building continuous professional development requirements to insure up to date engagement with new technologies.
- Developing a plan to manage the risk of the profession including nationalization, engaging new generations to insure the sustainability of the profession.
- Assuring proper alignment between the training modules and the adopted standards.
- Reviewing professionalism of valuation reports.

**Note:** In terms of training, TAQEEM has approached an international specialized organization to accredit its training center and program which qualifies individuals to become professional assessors.

### **Technology scope:**

- Reviewing current technologies and tools used at TAQDEER centers and suggesting new AI technologies to be adopted.
- Suggesting new tools or equipment to be used at TAQDEER centers.
- Co-creating approaches to a better utilization of TAQDEER data.

## **3.5 Project Deliverables:**

### **3.5.1 Phase 1:**

Analysis & diagnosis, which includes the following:

- Identifying existing gaps.
- Reviewing and assessing the current situation.
- Conducting an internal and an external analysis of the environment.
- Performing a benchmarking on similar practices in the field.

### **3.5.2 Phase 2:**

Formulating a new strategy, which includes the following:

- Developing a new strategy.
- Defining strategy choices.
- Developing business & financial models.
- Developing a five-year roadmap.

### **3.5.3 Phase 3:**

Implementation, which includes the following:

- Developing operating models.
- Providing a detailed execution plan and translating the objectives into KPI's.
- Defining a practical and a detailed implementation roadmap to execute the strategy and transformation.

## **3.6 Prices and Quantities**

The tender should present detailed schedule of the quantities and individual and total costs for all incoming works in the field of detailing work and what will lead to as other expenses.

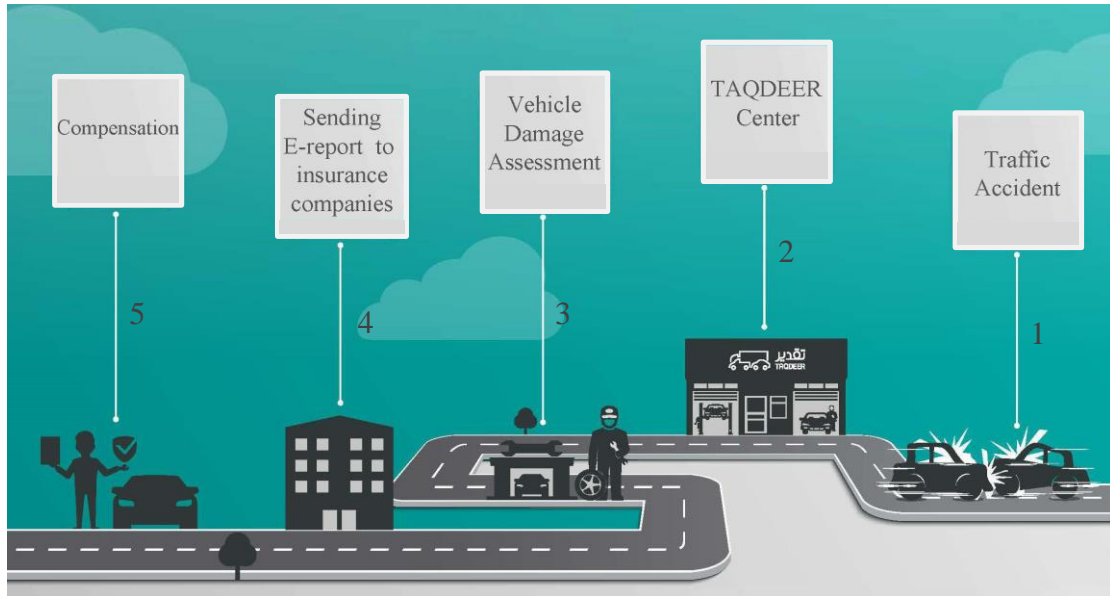
### **3.7 Project methodology**

Bidder shall present a detailed work method reflecting the extent of understanding project objectives, scope of work, volume and nature of requirements; clarify the importance of different project aspects, explain methods and techniques pursued in performing project works in the light of bidder's study of RFP requirements and collection of information through inquiries and data analysis.

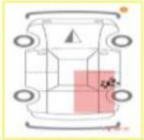
### **3.8 Bidder's experience**

The proposal submitted shall encompass sufficient information about bidder's expertise and capability to implement such a project by describing previous works executed by the bidder in the field.

**Appendix 1:**  
**Current customer journey at TAQDEER centers**



## Appendix 2: Case sample from TAQDEER electronic system

<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>☰ CASE PROFILE <span style="float: right;">▼</span></p> <p>Case Number : <input type="text"/></p> <p>Case Reference Number : <input type="text"/></p> <p>DA Registration Date : <input type="text"/></p> <p>DA Center : <input type="text"/></p> <p>Case Type : <input type="text"/></p> <p>Is Claim Registered? : <input type="text"/></p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>☰ PARTY INFORMATION <span style="float: right;">▼</span></p> <p>Owner Name : <input type="text"/></p> <p>Mobile Number : <input type="text"/></p> <p>Owner ID : <input type="text"/></p> <p>Is Tolling? : <input type="text"/></p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>☰ CASE IMAGES <span style="float: right;">▼</span></p> <div style="text-align: center; height: 100px; background-color: #f0f0f0;"> <p>confidential</p> </div> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>☰ SPARE PARTS COST <span style="float: right;">▼</span></p> <p>Total Cost After Consumption: <input type="text"/></p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>☰ VEHICLE INFORMATION <span style="float: right;">▼</span></p> <p>Plate No : <input type="text"/></p> <p>Manufacturer : <input type="text"/></p> <p>Manufacture Year : <input type="text"/></p> <p>Model : <input type="text"/></p> <p>Color : <input type="text"/></p> <p>Vehicle Sequence Number : <input type="text"/></p> <p>Damage Parts : <input type="text"/></p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>☰ INSURANCE INFORMATION <span style="float: right;">▼</span></p> <p>Insurance Company : <input type="text"/></p> <p>Other Insurance Company : <input type="text"/></p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>☰ SKETCH BY NAJM <span style="float: right;">▼</span></p> <div style="text-align: center;">  </div> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>☰ DOCUMENTS <span style="float: right;">▼</span></p> <div style="text-align: center; height: 100px; background-color: #f0f0f0;"> <p>confidential</p> </div> </div>
<div style="border: 1px solid #ccc; padding: 5px;"> <p>☰ EDA WORKSHOP - <span style="float: right;">▼</span></p> <p>Electrical Cost : <input type="text"/></p> <p>Mechanical Cost : <input type="text"/></p> <p>Maintenance Cost : <input type="text"/></p> <hr/> <p>Total Cost : <input type="text"/></p> </div>	

**Appendix 3:**  
**Training & accreditation path of the vehicles damage assessment sector**

