



**Date:** 29<sup>th</sup> October 2021

**NTT NO. 002**

**TENDER:** RFT 04/2022 Project Manager for Integrated IT System

**RE:** Tender Clarifications

Please find below the response for the queries from the bidders for this tender in **RED**

a) Your Business processes? Business type?

**Land Transport Authority is a regulatory Authority.**

b) Sales process (life-cycle of a lead, how is the lead generated, what activities are performed on the lead, who all perform these activities).

**We are not a profit-based organization. Our revenue is from on the Driving Licensing, Vehicle Registration and Public Transport service functions.**

c) Main objectives you wish to accomplish using a CRM?

**LTA would like to have 1 access point in order to access its multiple applications.**

d) Any current system that you use?

**We have more 18 systems that we currently use to carry out various departmental functions.**



e) Main challenges you currently face?

Our systems are not integrated to each other.

f) Number of users who would need to access this application?

Over 500 users. These users are internal staff and government and private stakeholders.

**NTT ISSUED**

(IF RECEIVED PLEASE SIGN AND ATTACHED WITH SUBMISSION)

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