



**Procurement of Professional Services for Oracle E-Business Suite Upgrade to Latest
Release**

Issued by:

SAMRA Electric Power Company (SEPCO)

JORDAN

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APPENDICES

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1 Introduction

1.1 About Samra Electric Power Company:

Samra Electric Power Company (SEPCO) was established by the government of the Hashemite Kingdom of Jordan pursuant to the provisions of the Companies Act No. 22 of 1997 and in implementation of the Cabinet Resolution taken in its session held on 26/8/2003.

It is wholly owned by the government with a capital of Fifty Million Jordanian Dinars.

The Company was registered with the General Companies Controller on 20/4/2004.

1.2 General Scope of Work:

SEPCO, in its efforts to improve its efficiency and operations, has decided to Upgrade its Oracle EBS (standard and customized) to the latest version, implement new Oracle EBS Modules that will not only support its current requirements, but also meet its future expectations covering all main SEPCO's Operational Sites. Project Objectives:

- Prepare the new environments by installing the required OS, Database, and any required software for upgrading process, and utilizing fully current SEPCO licenses of Oracle Technology.
- Successfully Upgrade to EBS Latest Release across all SEPCO EBS standard and customized modules.
- Successfully implement new Oracle EBS modules.
- Successfully migrate all data from old environment to the new environment without any loss of historical data.
- Oracle Training of SEPCO employees to take advantage of upgraded environment.
- Well written documentation for use by users and technical staff.
- Post go-live support covering all components of the new environment (Oracle EBS & Customized Modules) mainly Application and Database.

SEPCO has a very clear goal of making its operations well organized to continue providing the maximum level of service.

2 Submission of RFP:

Submission is required to be done as under:

- Technical Proposal along with all required documentations and certifications as per the RFP document in separate sealed envelopes.
- Bid Bond.
- Financial Proposal with detailed costing per item.
- Technical Proposal to be submitted in two Hard Copy and One Soft Copy.
- Proposals to be submitted to the following address:

Samra Electric Power Company
Mecca Street - Amman, Jordan –Procurement dept.
Tel. 06-5506510

3 Eligibility Criteria (Pre-Qualification):

| No | Clause | Documents required |
|----|---|---|
| A | The bidder must be fully competent and capable of conducting this work and must have the required expertise and professional qualifications and project references to support it. | <p>a. Bidders should have a minimum of 2 successful implementations or upgrades of similar EBS release, size, and nature during the past 7 years. 1 reference in the utilities Sector shall be highly preferable; this information should be provided according to (<i>Appendix I</i>).</p> <p>b. The Bidders must have completed 1 year post implementation or upgrade technical support.</p> <p>c. The Bidders must have competent expertise in each module to be implemented and have at least senior consultant for each business areas (Financial, HR, Enterprise Assets Management, and Supply Chain) fully assigned for this project.</p> <p>d. CVs for all consultants who will participate in this project must be submitted according to the attached CV format in (<i>Appendix II</i>). All project team members part of this project must be available for interview as part of the evaluation process.</p> |
| B | The bidder should be a registered as a Software Company in Jordan for at least 5 years. | Copy of the Certificate of registration and Vocational License are required to be submitted along with the technical bid. |
| C | The bidder should be an authorized partner of Oracle company. | A copy of the necessary Partner Certification must be attached indicating that the local partner is authorized to perform the services assigned to it by the mother Company along with any certification, training or other certificates that supports the partner profile as an authorized partner with skilled resources. |
| D | Bidder must demonstrate excellent financial standing. | Audited financial statements for the past 3 years must be submitted along with the technical proposal. |

| | | |
|---|--|---|
| E | Acceptability of all conditions contained in the Tender Document by the Bidder. No further deviations to any mentioned clause shall be sought for. | Declaration by an authorized signatory of The Responder. |
| F | If the bidder wishes to subcontract any part of the work related to this project, the bidder must clearly mention the part which will be handled by a subcontractor and the name of the subcontractor. | <ol style="list-style-type: none"> a. The company details of the subcontractor (name, address, staff qualifications, etc.) b. References details of where the requested service/modules have been implemented. c. The dates when these projects took place with the proposed & actual accomplished dates stating the reasons behind this difference, if any. d. The status of the client implementations. |
| <p>Note: Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, SEPCO reserves the right to seek clarifications on the already submitted documents.</p> <p><u>*ANY BIDDER THAT DOES NOT MEET ANY OF THE ABOVE-MENTIONED CONDITIONS IS SUBJECT FOR DISQUALIFICATION BASED ON THE DISCRETION OF THE SEPCO TENDER COMMITTEE.</u></p> | | |

4 Terms and Instruction

Any bidder/subcontractor wishing to bid for this project must comply with the following terms and instructions:

1. Bidders must propose a complete service to fit the needs of SEPCO.
2. SEPCO reserves the right to choose all, or part of the services/modules proposed by the bidder.
3. Bidders must comply with the proposal formats section following in this document.
4. The bidder must comply with the following administrative terms:
 - Bidder must notify SEPCO in case of any new release, patch or update that may affect system's functionality, specifically those functionalities that were to be customized.
 - SEPCO will run the new environment as a trial for a period of 3 Months after the acceptance process and SEPCO retains the right to develop an acceptance testing, delivery and handover plans which will be provided to the winning bidder to abide by.
 - SEPCO retains the right to appoint an independent 3 party of its choice to verify, supervise, and attest to the implementation progress to ensure project success. The cost of which shall be SEPCO responsibility.

- Bidder must certify that any software program/files will be used, or build is secured and free from all viruses, malware, Trojans and/or any other such programs that are considered harmful to SEPCO.
- Provide complete user training and knowledge transfer to end users to ensure that full knowledge transfer is achieved and that they are fully conversant with the new system. This should be done by engaging SEPCO's staff during all stages of the project and detailing a training plan to achieve this according to the training section.
- Coordinate all project activities with SEPCO's Information technology Section Head and provide a clear change management methodology/procedure to deal with changes which come about as a result of the project.

5 Bid Evaluation Methodology:

The objective of evaluation methodology is to facilitate the selection of the technically superior solution at optimal cost. The purpose of this section is only to provide the Bidder an idea of the evaluation process that SEPCO may adopt.

SEPCO reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and commercial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.

Techno-Commercial complied bidder with lowest quote based on Total Cost of Ownership (TCO) will be considered as successful bidder.

The evaluation will be:

1. Technical Evaluation – 70% Weight
2. Commercial Evaluation– 30% Weight

Evaluation Matrix:

5.1 Technical Evaluation Criteria 70%:

Technical Proposal Evaluation Scoring Structure:

| Summary of Technical Proposal Evaluation Forms | | Points Obtainable |
|--|---|-------------------|
| 1. | Expertise of Firm / Organization | 300 |
| 2. | Proposed Methodology, Approach, and Implementation Plan | 250 |
| 3. | Management Structure and Key Personnel | 450 |
| Total | | 1000 |

Detailed Technical Evaluation Schema

| Technical Proposal Evaluation | | Points Obtainable |
|---|---|-------------------|
| Expertise of the Firm/Organization | | |
| 1. | Reputation of Organization and Staff / Credibility / Reliability / Industry Standing | 40 |
| 2. | Quality assurance procedures, warranty | 10 |
| 3. | Relevance of: <ul style="list-style-type: none"> - Specialized Knowledge - Experience on Similar Projects (Upgrade of Oracle EBS to the Latest Version) - Experience on Projects in the Same Field | 250 |
| Total | | 300 |

| Proposed Methodology, Approach, and Implementation Plan | | |
|--|---|------------|
| 1. | To what degree does the Proposer understand the task | 50 |
| 2. | Have the important aspects of the task been addressed in sufficient detail, mainly: Data Migration, Business Continuity, and Training | 120 |
| 3. | Is the scope of task well defined | 50 |
| 4. | Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project | 30 |
| Total | | 250 |

| Management Structure and Key Personnel | | |
|---|--|------------|
| 1. | Project Organization Structure | 25 |
| 2. | Project Team Qualifications: | |
| 2.1 | General Qualification & Certifications | 50 |
| 2.2 | Experience on Similar Projects (Upgrade of Oracle EBS to the Latest Version) | 275 |
| 2.3 | Experience on Projects in the Same Industry | 100 |
| Total | | 450 |

Rating the Technical Proposal (TP):

$$\text{TP Rating} = (\text{Total Score Obtained by the Offer} / \text{Max. Obtainable Score for TP}) \times 100$$

Rating the Financial Proposal (FP):

$$\text{FP Rating} = (\text{Lowest Priced Offer} / \text{Price of the Offer Being Reviewed}) \times 100$$

Total Combined Score:

$$(\text{TP Rating}) \times (\text{Weight of TP, e.g. 70\%})$$

$$+ (\text{FP Rating}) \times (\text{Weight of FP, e.g., 30\%})$$

Total Combined and Final Rating of the Proposal

6 Payment Terms:

1. SEPCO will use the following payment terms with this project:
 - a. 40% will be paid after SEPCO's formal approval of implementation (Complete business cycles).
 - b. 60% will be paid after SEPCO's final acceptance (Go-Live).
2. The contract price will be paid in the Jordanian Dinar.
3. Prices shall be quoted with sales tax.

7 Project Timelines and Plan:

1. The total duration of the project with all its components & phases should not exceed (12) calendar months.
2. Provide a clear project management methodology for the project including reporting structures, roles/responsibilities, escalation procedures and deliverables.
3. Produce a project work plan for the execution period detailing tasks and timelines needed. The plan should be at application/module level with a detailed scope of work.

8 Delays in the vendor's Performance:

Per SEPCO Rules.

9 Terms and Conditions (Subject to SEPCO's Internal Policy)

Contractual Terms

The Bidders are requested to provide their standard contractual terms along with their proposals, and it will be discussed with the winning bidder.

Proposal Preparation Costs

The cost of preparing the response/proposal along with associated documentation and other materials to be submitted as deemed fit by the bidder for this RFP, will be borne by the bidder alone and SEPCO will not entertain any claims whatsoever on this issue.

Supporting Documentation

Upon receipt of the response/proposal along with associated documentation and other materials at SEPCO, the ownership on such submissions will be transferred to SEPCO. Unsuccessful bidders cannot claim back their submissions. SEPCO hereby undertakes to treat all such submissions in strict confidence and will not use any of the submitted material for purposes other than for which they are intended.

Effective Dates of Bid

Bidder responses should be valid for a period of 120 days from the date of their submission.

Other terms and conditions

- All information made available to prospective bidders, including information collated during the preparation and evaluation phase, shall remain the property of SEPCO and shall be handled as confidential and restricted to authorized persons having a need to know within SEPCO and the authorized vendor. Furthermore, this RFP and any information contained herein shall not be forwarded to any third party without written consent from SEPCO.
- After the submission of proposals bidders shall be prepared to discuss any aspect of the proposal, deliver presentations, arrange client references, etc., at the expense of the bidder.
- SEPCO reserves the right to cancel the project at any time prior to signing a contract for any reason and without penalty.
- SEPCO shall reject any proposal that does not meet the terms and conditions and instructions set out in this RFP document.
- Bidders are not permitted to subcontract any part of the project without SEPCO's prior written agreement.
- SEPCO has the right to amend the project plan and the content of phases, if necessary, before or during the project

10 Deliverables:

The winning bidder shall provide (in addition to deployed systems):

- Detailed project plan (after PO before project execution and deliverables on each phase).
- Detailed design documentation of the system components and business requirements analysis documentation for the new implemented modules.
- Testing documentation.
- Training manuals in Arabic and English.
- Administration manuals (*including Cloning, Backup & Restore procedures*) in English.
- Configuration and setup documentation for the new implemented modules.

The winning bidder should provide two hard copies and one soft copy for all required documentation.

11 Detailed Scope of Work:

11.1 Oracle E Business Suite Upgrade

SEPCO has implemented an Enterprise Resource Planning (ERP) that leverages Oracle ERP software, with the intention to improve the quality, accuracy, and timeliness of, and access to, management information, and to harmonize and streamline the processes that underpin business services delivery. SEPCO currently is using Oracle EBS Suite R 11.5.10.2 to execute and run their daily business processes.

SEPCO is seeking vendor that can provide various Oracle ERP skills as mentioned in this Statement of Work to Upgrade Oracle EBS to the Latest Version and by Implementing the Upgrade methodology & Guidelines of SEPCO as stipulated in this document. Furthermore, SEPCO is looking to implement new Modules in Oracle EBS.

11.2 Oracle EBS Modules covered under this RFP.

1. The Scope of work shall cover the Upgrade of the following Standard Modules:
 - General Ledger
 - Accounts Payables
 - Accounts Receivables
 - Cash Management
 - Fixed Assets
 - Inventory
 - Purchasing
 - Enterprise Assets Management
 - Human Resources
 - Payroll
2. The Scope of work shall cover the Upgrade of the following Customized Modules:
 - Saving Fund
 - Medical Fund
 - Housing Fund
 - VTR
 - Shipping and Clearance
3. The Scope of work shall cover the Implementation of the following Modules after completely upgrading the existed modules:
 - Oracle Time and Labor OTL (Reimplementation) and any needed integrations with other oracle modules and existing Attendance systems, in optimal way.

- Oracle Landed Cost
- iProcurement
- Oracle Alert: The alerts & Notification functionalities feature in Oracle environment shall be utilizes such as Oracle Alerts Manager when needed for some operations such as approvals, follow-ups, and exceptions.

11.3 SEPCO Oracle EBS upgrade Requirements

Bidder's Proposal shall explain their design approach and solution for performing the analysis and upgrade to the SEPCO's Oracle E-Business module to the latest Release.

1. Prepare the new environments by installing the required OS, Database, and any required software for upgrading process, and utilizing fully current SEPCO licenses of Oracle Technology.
2. Identify and analyze the opportunities inherent in upgrading to The Latest Release and present a report detailing these benefits.
3. Shall follow international best practices in the project implementation. Analysis of the most effective way to upgrade, both technically and functionally, creating a detailed latest Release implementation document.
4. Identify and implement any pre-requisites not currently implemented in the current application that are required for the latest Release upgrade.
5. Review current application configuration values and make recommendations for possible updates.
6. Analyze the current customized Oracle reports and recommend which reports to upgrade and what reports are standard in the latest Release.
7. Coordinate with the SEPCO's Oracle team to ensure hardware and database upgrades are scoped, designed, and implemented as part of the overall upgrade process.
8. Assess readiness of the functional user base and document requirements for latest Release training, Include specific and major differences between 11i and R12.
9. Upgrade the identified Oracle EBS Modules to latest Release as per the upgrade approach provided in this RFP.
10. Implement the identified new Oracle EBS Modules.
11. Activate any necessary new features as a result of upgrading process.

11.4 Upgrade approach & Path

SEPCO is requesting the following upgrade path to the latest EBS Release:

For the project success we need to ensure that all pillars of success are embedded and considered. Thus, The Bidders proposed Subject Matter Experts shall be involved from the

beginning of engagement, Enterprise Architecture workshops shall be conducted with Business and IT stakeholders. The Experts will review the delivered project documentation.

An assessment will be done at the end as per the following:

- Solution Design: to review and audit the delivered future process mapping models and to confirm the CRP results.
- Solution Development and testing: To make sure that all comments were covered in the Final High-Level Solution and according to the business needs and requirements.
- Go Live: To conduct the Go live assessment report.
- Solution Development and testing: To make sure that all comments were covered in the Final High-Level Solution and according to the business needs and requirements.

11.5 Customized Modules

The winning bidder must ensure the migration, Integration, testing and stabilization of the following operational customized modules in the new environment.

- Medical Insurance
- Saving Fund
- Housing Fund
- Vehicles Trips Register VTR
- Shipping and clearance.

Technical Specification of the implemented custom module (same as standard):

- Oracle form builder 6i
- Oracle DB 9i
- Oracle reports builder 6i

11.6 Software Licenses

- Oracle Products and OS Licenses are NOT part of this RFP. However, Bidders must provide sizing of the Licenses Needed to operate their proposed solution.

11.7 Source Code

- Source code for all customizations must be delivered and owned by SEPCO.

11.8 Detailed System Requirements (for all upgraded or new implemented modules):

| System requirements | Description |
|-----------------------|--|
| Language | The system should support Arabic Language |
| Printing | In cases where transactions require information in hard copy format, the winning bidder should make the printing facility part of the solution. |
| Information Security | Security of system and exchanged transaction information should be guaranteed at all system layers Based on ISO 27001, ISO 27002, WSSecurity standards including infrastructure, application, web services and integration points, and access channels. This also includes using detective and preventive controls for all security threats. |
| Performance | <p>The system should meet efficiency targets to serve volumes of transactions required as well as the performance measures defined below.</p> <p>The winning bidder shall propose the values of quality metrics below and they should adhere to industry best practices which are subject to approval, rejection or modification by SEPCO and the relevant entities:</p> <ul style="list-style-type: none"> • System reaction time: The time taken for logging into a system or getting connected to a network Up to 2 second intranet and up to 5 seconds internet). • Throughput: The quantity of useful work made by the system per unit of time. [15 request/second]. • Response time: The time the system takes to respond to specific query by the user. (Up to 2 second). Workload: The capability to handle the required volume of work in each time frame. • The capability of the system to handle number of simultaneous requests from the network for the application and the volume of data that it can handle from each of the users. In addition to the H/W capability such as processing capability of all servers including DB, Apps, etc. [CPU Utilization :70%, Memory Utilization: 70%]. |
| Interoperability | The system should comply with interoperability and data exchange Standards |
| System features | The system should support the following features: availability, scalability, continuity of operations, usability, maintainability, Backup Solution, reliability |
| System administration | enable administrators to perform all day-to-day administrative tasks at data, automation engine, and application levels. The winning bidder should gather all SEPCO solution related administration requirements during business requirements gathering and analysis phase |

11.9 Current IT Infrastructure Components:

A technical visit should be carried out to Sepco HQ, and any pre-requests should be cleared stated in the bidder proposal.

11.10 Project Planning and Management

The winning bidder shall utilize a systematic project management methodology in order to implement the required project statement of work. Accordingly, the winning bidder is required to perform the following activities as the minimum:

- Assign a full-time project manager for the contract duration. The project manager should have at least 10 years' experience and at least 3 successful implementations of similar size and nature within the last 5 years and shall not be replaced without SEPCO prior approval.
- Provide and maintain a full and comprehensive plan that covers all project management knowledge areas (i.e., time, scope, quality, HR, communication, risk, etc.)
- Develop project structure to underline all possible resources needed from engaged parties including their roles and responsibilities as well as their involvement at different stages of the Project.
- Establish and execute a process of Quality Assurance (planning, assurance, and control) for all components included in the scope of work.
- Establish and execute a process for reporting project progress including deadlines; delays, issues, and critical paths to ensuring deliverables are met within resource constraints.
- Establish and execute a process for project risks and issues management and mitigation.
- Implement submission and acceptance procedures for approving project deliverables.
- Close the project and document lessons learnt.
- The bidder is required to provide a detailed project management methodology in the technical proposal in relation to the Project Planning and Management.
- The expected services and documentation for the project will include but may not be limited to the following:
 - Project Charter
 - Project Scope
 - Financial Management/Budget Plan
 - Communication Plan
 - Risk Management Plan
 - Quality Management Plan
 - Test Management Plan (Unit, System and UAT)
 - CEMLI Plan
 - Project Schedule and Timeline
 - Change Management Plan
 - Functional staffing and resource requirements

- Technical staffing and resource requirements.
- Upgrade documentation.
- Training and education plan for SEPCO employees
- Post go-live requirements for the whole environment (Application & Database)

11.11 Systems Training

Structured On-the-job training should be adopted which will focus on the acquisition of skills within the work environment under normal working situation, users acquire both general skills that they can transfer from one job to another and specific skills that are unique to a particular job responsibility.

A clear plan and a detailed schedule must be provided by the bidder to cover training for the following, which will be made according to On-Job training for SEPCO taking into consideration the below approach to be adopted in carrying out the training:

1. Preparation: show users what they are required to do.
2. Presentation: tell users what they are required to do and why they are required to do it.
3. Application: let users perform the required tasks.
4. Inspection: provide feedback, informing users of what they have done right and what they have done wrong.

The On-Job training material should be prepared well to cover the below three classes of users, it is important to mention that training materials should be prepared and delivered of each user class, and submitted to the advisory team prior conducting the training:

- **End-User Training:** This training must be given to all users of the SYSTEM. It has to be well constructed and intensive so as to leave end users with sufficient knowledge and proficiency in the system, enabling them to perform their duties as efficiently as possible.
- **Advanced User Training:** This training should be given to advanced users, who will in turn be able and proficient enough to track the whole module cycle and train other staff as the need arises.
- **Technical User Training:** This would involve training IT staff on the various technical aspects of running, maintaining and updating the systems. These individuals must become proficient in all technical aspects like installation, customization, backup and more.

Training Plan

SEPCO is proposing the following training curriculum, the bidders are free to suggest an alternate training plan that shall lead to achieving the desired goals, SEPCO does not require an Oracle certified training. However, In the financial proposal, bidders must provide as an optional item the cost of certified training for the below training courses:

| Area | Application Module | Trainee | Type |
|---------------------|--|---------|------------|
| HRMS | Oracle HR Core | 5 | Functional |
| | Oracle Payroll | 2 | Functional |
| | Oracle Time & Labor | 13 | Functional |
| Finance | Oracle General Ledger | 8 | Functional |
| | Oracle Accounts Receivable | 8 | Functional |
| | Oracle Accounts Payables | 8 | Functional |
| | Oracle Fixed Assets | 5 | Functional |
| | Oracle Cash Management | 8 | Functional |
| Supply Chain | Oracle Purchasing | 5 | Functional |
| Inventory | Oracle Inventory | 4 | Functional |
| Assets | Oracle Enterprise Assets Management | 10 | Functional |
| | Oracle Enterprise Assets Management Self Service | 10 | Functional |
| Technical | Building Custom Reports | 3 | Technical |
| | Personalization | 3 | Technical |
| | Workflow Management | 3 | Technical |
| | Oracle Apps DBA R12.2 Training | 3 | Technical |
| | Oracle ADF Framework | 3 | Technical |

At the end of training SEPCO EBS Team in the IT Section shall be able to do the following:

- Manage and Support Oracle E-Business Suite latest version.
- Apply patches to not just database using OPatch but also Application Tier Patches using ADOP and ADPATCH
- Clone Oracle Applications/E-Business Suite from PROD to PRE-PROD or UAT & TEST environments
- Understand Architecture of Oracle E-Business Suite
- Middleware Components like WebLogic Server & Oracle HTTP Server on which EBS latest version applications are deployed.
- Can troubleshoot any issues like Start-up/Shutdown or patching quickly.
- Able to start/stop services using AD commands and fix issues in start-up.

11.12 System Maintenance

In order to provide operations support and maintenance, the winning bidder is required to perform the activities mentioned below for a duration of **12 months** after installing system and as of the date of handing over and go-live , noting that any other related activities needed for the proper functioning of the system should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder:

On-site Operations Support and maintenance: Provide on-site operations support and maintenance to perform operations and maintenance as well as support for users performed by a dedicated team to the physical location operations center. The winning bidder will be responsible for developing the required expertise at the different stakeholders.

Off-site Operations Support and maintenance: Provide off-site support and maintenance, to perform operations and maintenance as well as support for users, performed by remote team locally based in Jordan.

Provide the cost associated with operations support and maintenance per year after the period of 12 months.

The scope of the Maintenance services shall cover all components of the new environment (Oracle EBS & Customized Modules) including but not limited to:

- Oracle E- Business Suite Application & Database,
- Oracle Customized Modules Application & Database
- Testing Environment
- Oracle RAC
- DB backup

The One Year Maintenance is for the developed solution and shall Not include software licenses warranty.

The bidders shall comply with the following response times:

| Classification | Problem Characteristics | Time of Attendance |
|-----------------|--|--------------------|
| Critical | Work cannot reasonably continue. If the operation is critical to the business and the situation is an emergency that prevents the processing ability of SEPCO's work centers & the application from functioning and meeting the Service Level Agreement (SLA). | 2 hours |
| Major | Experiences a severe loss of service. No acceptable workaround is available; however, operation can continue in a restricted fashion and any work cannot reasonably continue. Any problem that has impact on the processing ability of SEPCO's work centers. | 4 hours |
| Low | No service loss. | 12 hours |

12 Bidder Proposal Requirements

The following few sections detail the structure and content of bidder responses. Bidders are required to carefully follow these instructions. The response should be divided into two volumes: Technical and Financial.

The details of the contents of the two parts are given below:

Technical Volume Contents:

The technical volume should contain as a minimum the items in the following list.

| Item | Section |
|------|--|
| 1 | Executive Summary |
| 2 | Functional Requirements Compliance |
| 4 | HW & SW architecture & Sizing including licenses for new implemented modules |
| 5 | Detailed Scope of Work |
| 6 | Implementation Time Plan |
| 7 | Training & Support |
| 8 | Bidder History of SYSTEM Implementation - Appendix I |
| 9 | Curriculum Vitae of the proposed project team - Appendix II |
| 10 | Audited financial statements for the past 3 years. |

Financial Volume Contents

All financial information should be provided only in the financial volume. **All figures should be in Jordanian Dinar.**

The pricing tables should be followed for providing all costing information. The details in your pricing response are critical for the success of your bid. Specific pricing requirements are provided underneath:

- The price estimates should be fixed price.
- Include Sales tax as a separate line item.
- All prices must be complete; and
- All prices should be traceable to individual deliverables.
- The bidder must propose as part of the price breakdown the following components:

| | Scope | Detailed Price |
|---|---|----------------|
| 1 | Upgrade of Existing Standard Modules as per the Scope of Work | |
| 2 | Upgrade of customized modules | |

| | | |
|----|---|--|
| 3 | Oracle Time and Labor OTL (Reimplementation) and any needed integrations with other oracle modules and existing Attendance systems. | |
| 4 | Oracle Landed Cost implementation | |
| 5 | iProcurement implementation | |
| 6 | Upgrade of Customization and Personalization in Standard Modules | |
| 7 | Upgrade of Current Custom Reports and Programs | |
| 8 | Training for SEPCO End Users & Administrators | |
| 9 | 1 year warranty and support following SEPCO final acceptance letter. | |
| 10 | Optional: Price of warranty and support for the following 3 years and on yearly basis after the end of the one 1 warranty and support period above as a separate line item. | |

Presentations by Bidders

The bidders are required to provide a presentation which will contain details on the methodology and plan to carry out the project taking into consideration the business processes of SEPCO.

Bidders will be informed about the time schedule and venue of the agenda-based presentations in the due course of the evaluation process.

Appendix I

Bidder's Past Experience

| Client name | Project Name | Contact Person | Phone # & E mail | Date & Duration | Project Value | Project Description |
|--------------------|---------------------|-----------------------|-----------------------------|----------------------------|----------------------|----------------------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Appendix II Project Team CV

| | |
|--|--|
| Position | |
| Name of Staff | |
| Years of Experience | |
| Nationality | |
| Education | |
| Certification | |
| Training | |
| Countries of Work Experience | |
| Languages | |
| Employment Record: | |
| | |
| Detailed Task Assigned in SEPCO's Project: | |
| | |
| Previous Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned: | |
| | |