



شركة السمرا لتوليد الكهرباء
Samra Electric Power Co. [SEPCO]

Tender 2/2026

**Procurement of Professional for
Enterprise Performance Management (EPM) and Governance, Risk,
Compliance (GRC)
Software and Implementation Services**

Issued by:

SAMRA Electric Power Company (SEPCO)
JORDAN



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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 procure and implement a performance management and GRC system to meets its present and future expectations covering all main SEPCO's Operational Sites, and making its operations well organized to continue providing the maximum level of service.

Project Objectives:

1. Prepare the new environment by installing the required OS, Database, and any required software for the processes.
2. Successfully Implement the software per SEPCO needs.
3. Successfully migrate all data to the new environment.
4. Training of SEPCO employees to take advantage of the environment.
5. Well written documentation for use by users and technical staff.
6. Post go-live support covering all components of the new environment, mainly Application and its Database.
7. The selected software must be a commercial off-the-shelf solution that has been successfully implemented in at least five (5) companies within the past five (5) years.
8. Fully integrated solution between its modules/components, and capabilities to integrate it with Oracle EBS, SQL Server Databases, and any current and future systems containing performance data.
9. The solution has functionality to meet standard performance measurement and management:
 - Data Acquisition
 - Calculation and Frequency
 - Analysis
 - Notifications and Workflow
 - Versioning



- Visualization and Reporting needs.

10. The solution has functionality to meet GRC system:

- Policy and Procedure Management, Document control, Training and Awareness tracking.
- Risk Register, Risk Assessment methodologies (qualitative/quantitative), Risk scoring, Control mapping, Incident Management.
- Regulatory mapping (e.g., automatically update with new laws), Control testing and evidence gathering, Compliance dashboards.
- Notifications and Workflow.
- Versioning.
- Visualization and Reporting needs.

11. The solution requires no modification to base code, unless it is allowed by the mother company and this should be demonstrated in the technical documents that will be provided before system go-live.

12. The solution should be provided with completeness and transparency of effort and cost, for example (Licenses//implementation per system components and the timeline). Expected cost of the changes or future advancement or new components implementation.

13. The Detailed Scope of Work is described in a separate section.

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.	<ul style="list-style-type: none"> a. Bidders should have a minimum of 3 successful implementations of the solution in the past 5 years. 1 reference in the utilities Sector shall be highly preferable; this information should be provided according to (<i>Appendix I</i>). b. The Bidders must have completed 1 year post implementation technical support. c. The Bidders must have competent expertise in each of the system components to be implemented and have at least senior consultant for each component and fully assigned for this project. 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 who are part of this project must be available for interview as part of the evaluation process.
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 able to cover the scope and all requirements in the RFP.	<ul style="list-style-type: none"> a. Complete answer to the functional requirement checklist. b. Adhere exactly to the required Proposal Document Structure and its contents, including the mandatory submission of all required evidence.
D	The bidder should be an authorized partner of mother 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 support the partner profile as an authorized partner with skilled resources.
E	Bidder must demonstrate excellent financial standing.	Audited financial statements for the past 3 years must be submitted along with the technical proposal.



No	Clause	Documents required
F	Acceptability of all conditions contained in the Tender Document by the Bidder. No further deviations to any mentioned clause shall be	Declaration by an authorized signatory of the Responder.
G	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"> The company details of the subcontractor (name, address, staff qualifications, etc.) References details of where the requested service have been implemented. The dates when these projects took place with the proposed & actual accomplished dates stating the reasons behind this difference, if any. The status of the client implementations.
H	The bidder should hold ISO 27001 for ISM or equivalent	Certificate of ISM
<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 documents will not be entertained under any circumstances. However, SEPCO reserves the right to seek clarifications on the already submitted documents.</p> <p>*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.</p>		

4 Terms and Instruction

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

- Bidders must propose a complete service to meet the needs of SEPCO.
- SEPCO reserves the right to choose all, or part of the services proposed by the bidder.
- Bidders must comply with the proposal formats section following in this document.
- 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 2 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 third 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 with 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:

- Technical Evaluation – 70% Weight
- Commercial Evaluation– 30% Weight

Evaluation Matrix:

Technical Proposal Evaluation of Scoring Structure:

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Expertise of Firm / Organization	100
2.	Proposed Methodology, Approach, and Implementation Plan	200
3.	Software Capabilities	500
4.	Management Structure and Key Personnel	200
Total		1000



Detailed Technical Evaluation Schema:

Technical Proposal Evaluation		Points Obtainable
Expertise of the Firm/Organization		
1.	Reputation of Organization, Credibility, Reliability and Industry Standing	25
2.	Quality assurance procedures, warranty	25
3.	Relevance of: - Specialized Knowledge - Experience in Similar Projects	50
Total		100
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.	100
3.	Is the scope of task well defined	25
4.	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project	25
Total		200
1.	Functional Requirements	250
2.	Technical Architecture/Scalability	100
3.	Integration Capabilities	50
4.	Security & Compliance	100
Total		500
Management Structure and Key Personnel		
1.	Project Organization Structure	50
2.	Project Team Qualifications:	
2.1	- General Qualification & Certifications	50
2.2	- Experience of Similar Projects	100
Total		200

Rating the Technical Proposal (TP):

TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100

Rating the Financial Proposal (FP):



FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100

Total Combined Score:

$((\text{TP Rating}) \times (\text{Weight of TP, e.g. 70\%}) + (\text{FP Rating}) \times (\text{Weight of FP, e.g., 30\%})) / \text{Total Combined and Final Rating of the Proposal}$

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 and UAT.
 - 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.
4. **Licenses must be procured and active on the go-live date**, regardless of the subscription model.

7 Project Timelines and Plan:

1. The total duration of the project with all its components & phases should not exceed (6) 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 detailed scope of work.

8 Delays in the vendor's Performance:

Per SEPCO Rules.

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

1. Contractual Terms: The Bidders are requested to provide their standard contractual terms and SLA along with their proposals, and it will be discussed with the winning bidder.
2. 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.
3. 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 confidentiality and will not use any of the submitted material for purposes other than for which they are intended.
4. Effective Dates of Bid: Bidder responses should be valid for a period of 120 days from the date of their submission.



5. 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.
6. 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.
7. SEPCO reserves the right to cancel the project at any time prior to signing a contract for any reason and without penalty.
8. SEPCO shall reject any proposal that does not meet the terms and conditions and instructions set out in this RFP document.
9. Bidders are not permitted to subcontract any part of the project without SEPCO's prior written agreement.

10 Deliverables:

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

1. Detailed project plan (after PO before project execution and deliverables on each phase).
2. Detailed design documentation of the system components and business requirements analysis documentation.
3. Testing documentation.
4. Training manuals in Arabic and English.
5. Administration manuals (*including Cloning, Backup & Restore procedures*) in English.
6. Configuration and setup documentation.
7. Licenses ID from Mother Company, that demonstrate all relevant information (e.g.: type, quantities,...).
8. The provider must perform a complete and verifiable backup of the entire system, including all application software, source code, databases, configuration files, and custom scripts. This backup must be created no more than 24 hours before the go-live date. The provider shall deliver a copy of this backup to SEPCO, along with a documented, step-by-step backup and restoration procedure. The provider must demonstrate the successful restoration of a test environment from this backup.

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



SEPCO has the right to amend the project plan and the content of phases, if necessary, before the project.

All project documentation, including the Project Plan, requires SEPCO's formal agreement before any associated implementation work can commence.

11 Detailed Scope of Work (Statement of Work), and Requirements:

SEPCO has implemented integrated management system (ISO9001, ISO55001, ISO14001, ISO45001, and ISO31000, and in process of implementing ISO27000). also, SEPCO has implemented an internal procedure to manage Strategic, Tactical, Operational goals and link them to KPIs.

For all the above SEPCO is using Excel based spreadsheet to manage KPIs and GRC, 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 is seeking vendors that can provide various skills as mentioned in this Statement of Work to Implement Enterprise Performance Management and GRC Solution.

The Scope of work shall cover Implementing the following:

- Strategic KPI
- Tactical KPI
- Operational KPI
- Risk Performance Indicators
- GRC

11.1 Project Approach

1. For the project's 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 and implement the solution in the most efficient, timely and comprehensive manner.
2. Enterprise Architecture workshops shall be conducted with Business and IT stakeholders, and they will review the delivered project documentation.
3. Shall follow international best practices in the project implementation. Analysis of the most effective way to implement, both technically and functionally, creating detailed documents related to project management
4. Business gathering from SEPCO Business and IT stakeholders.
5. 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.
6. On-site training until new program is fully operational.

11.2 Environment Preparation Requirements

Bidder's Proposal shall explain their design approach and solution for performing the analysis and implementing the solution:

1. Prepare the new environments by installing the required OS, Database, and any required software for the process, and utilizing the current SEPCO Environment (Hyper-V).
2. Propose high availability solutions, and prepare development, test and production and DR environments.
3. Coordinate with the SEPCO's team to ensure Hardware and Software requirements are scoped, designed, and implemented as part of the overall process.
4. Perform all required integrations as mentioned below.
5. Historical data integration and migration.

11.3 Software Licenses

1. On-prem solution.
2. Bidder must provide sizing of the Licenses Needed to operate their proposed solution, SEPCO prefers Perpetual licences with annual support from the mother company.
3. *For evaluation purposes, SEPCO will calculate the total cost over a five-year period. This includes the cost of subscription licenses or, for perpetual licenses, the annual support fees.*

11.4 Source Code

1. The solution requires no modification to base code, unless it is allowed by the mother company and this should be demonstrated in the technical documents that will be provided before system go-live.
2. Source code for all customizations must be delivered and owned by SEPCO.

11.5 Detailed Technical and Functional System Requirements:

1. The selected software must be a commercial off-the-shelf solution that has been successfully implemented in at least five (5) companies within the past five (5) years.
2. Easy to navigate, user friendly user interface.



3. Web-based technology and mobile-ready allowing the usage of the system on smartphones and tablets.
4. Delegation ability
5. The solution has functionality to meet standard Enterprise Performance Management (EPM) and GRC:
 - **EPM:**
 - 5.1. Build annual and 3-years performance plan for Strategic, Tactical and **Operational Goals, and follow-up the Risk performance indicator.**
 - 5.2. Ability to classify KPIs to groups, and capture attributes of strategies, programs, objectives, project tracking, risks, and tasks such as long descriptions, short descriptions, notes, images, and links.
 - 5.3. Ability to set goals for each metric, in cascading manners and link them to Strategic, Tactical, and Operational Goal, and assign weights to them.
 - 5.4. Ability to assign and maintain relationships between metrics according to their attributes.
 - 5.5. **Calculation and Frequency:**
 - Ability to perform complex mathematical and statistical calculations.
 - Support for conditional logic (if/then/else) and custom formulas
 - Blend data from multiple sources for a single calculation.
 - Ability to specify frequency of calculations and type (cumulative or periodic).
 - **Controls:**
 - 5.6. **Integrated Management System Library:** Serve as the central, single source of truth for all corporate policies, procedures, SOPs and related documentation to integrated management system.
 - 5.7. **Document Lifecycle Management:** through workflow, Role-Based distribution linked to HR system, and mandatory electronic attestation.
 - 5.8. **Control Library:** Serve as a common, shared repository of internal controls that can be mapped to multiple risks and regulatory requirements ("Control Once, Comply Many").
 - 5.9. **Organizational Mapping:** Ability to map Business Units, Processes, and Assets to specific risk and compliance owners; maintain a definitive organizational hierarchy.
 - **Risk:**
 - 5.10. **Risk & Asset Register:** Standardized templates and customized templates for quantitative and qualitative risk assessments, automated risk scoring, inherent risks,



residual risks, linked to Key Risk Indicators (KRIs), and ability to link them to assets.

5.11. **Risk Treatment & Mitigation:** Action/Remediation Plan Tracking with assigned ownership, deadlines, and status updates; ability to link risks directly to the controls designed to mitigate them.

5.12. **Classifications:** Ability to classify Risks to groups, and capture attributes of strategies, programs, objectives, project tracking, assets, and tasks such as long descriptions, short descriptions, notes, images, and links.

– **Compliance:**

5.13. **Regulatory Content Feed:** Subscription-based or internal data feeds that automatically update the system with new or changing laws, regulations, and industry standards (e.g., ISO 27001), mapping new requirements to existing internal controls; automated alerts for relevant changes.

5.14. **Centralized Evidence Repository** where all control documentation and test results are stored.

– **Common for (EPM and GRC):**

5.15. **Database:** Centralized Data Repository & Information Architecture.

5.16. **Data Acquisition:** Ability to connect and retrieve data from various sources including Flat files, Oracle DB, Oracle EBS, SQL server DB, SIEM, vulnerability scanners and APIs. And can handle all common data types.

5.17. **Notifications and Workflow:**

- Ability to assign an owner to each set of tasks.
- Automated notifications, send a reminder to a user to manually update a KPI , review risk register, based on its frequency, and when the KPI falls below or exceeds a target, or when there is unusual pattern that indicating changes in risk tolerance.
- Ability to link each KPI to goals, operation, procedures, risk...
- Ability to implement risk assessment approval flows, policy review cycles, incident response plans, KPIs approval, before it's finalized by managers or owners.
- Email, mobile push notifications.
- Route according to a pre-defined set of rules, with a flexibility to (modify, add or end) those rules in easy manner.

5.18. **Analysis:**

- Ability for users to perform their own analysis without IT support.
- Ability to drill down from a strategic goal to see the performance of all underlying tactical and operational KPIs.



- Ability to perform impact analysis to see which strategic goals are most impacted by a change in a specific operational KPIs.
- Ability to compare the performance of one year plan against other years plan.
- GRC status.

5.19. Versioning:

- Ability to save different versions of SEPCO strategic plans , KPIs, risk register, policies or any related documentation to integrated management system.
- Ability to compare the old version's performance against the new one without losing historical context.
- The system should allow "go back in time" to view data as it was on a specific date or at the end of a fiscal quarter.

5.20. Visualization and Reporting needs:

- Users can create their own dashboards and share them.
- Graphical representations.
- Risk Heatmaps.
- Summary reports on different levels.
- Support for sorting, grouping, filters, drilldowns, and toggles.
- Ability to restrict dashboard visibility based on user roles.
- Ability to generate reports automatically and be distributed via email.
- Support for exporting reports in various formats (Excel, PDF,...)

6. **Language:** The system should support Arabic and English Language.

7. **Information Security:** Security of system and exchanged transaction information should be guaranteed at all system layers Based on ISO 27001, ISO 27002, WS-Security standards or equivalent: including infrastructure, application, web services and integration points, and access channels. This also includes using detective and preventive controls for all security threats.

8. Performance:

The system should meet efficiency targets to serve volumes of transactions required as well as the performance measures defined below.

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:

8.1. 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].

8.2. Throughput: The quantity of useful work made by the system per unit of time. [15 request/second].



- 8.3. Response time: The time the system takes to respond to specific query by the user. [Up to 2 second].
- 8.4. Simultaneous Requests: 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. [50 Requests].
- 8.5. In addition to the H/W capability such as processing capability of all servers including DB, Apps, etc. [CPU Utilization :70%, Memory Utilization: 70%].
9. **Interoperability:** The system should comply with interoperability and data exchange Standards.
10. **System features:** The system should support the following features: availability, scalability, continuity of operations, usability, maintainability, backup solution, reliability.
11. **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.

11.6 Integrations:

12. Fully integrated solution between its modules/components, and capabilities to integrate it with Oracle EBS, SQL Server Databases, and any current and future systems containing performance data.
 1. Pre-built connectors for data sources specified above.
 2. APIs to push data into the system.
 3. Use ELT to set up and manage data pipelines (without staging servers), however the other option is acceptable, but it will be winning bidder responsibility to prepare the required environments.
 4. Fully integrated with Active Directory.
 5. Data validation and check.
 6. Ensure data integrity and prevent data loss during transfer.
 7. Then solution modules must be seamlessly integrated

11.7 User's Access and Data Security

1. Role-based security at various levels.
2. Must protect the database from illegal access.
3. Audit trail with user id and date-time stamp for: login, adds or changes or deletes made to application records.



4. Protect the database from illegal access.
5. The data maintained is the property of SEPCO and should be kept in SEPCO facility. And cannot be used in any way other than for conducting business with SEPCO.
6. Password encryption support and support for MFA.

11.8 Security Testing and Auditing Requirements:

1. Vulnerability Scanning: The provider must provide evidence of regular vulnerability scans on the application and must conduct it pre-go-live to the application, any customization and its underlying infrastructure. and provide the reports to SEPCO and should not include any high or medium findings.
2. Penetration Testing: The provider must perform third-party penetration tests pre-go-live and once during the support period, conducted by third party. and provide the reports to SEPCO, including any identified vulnerabilities and the action plan to remediate them.
3. Compliance Audits: The provider must provide proof of adherence to relevant security standards.
4. Third-Party Audits: The provider must allow for customer-initiated security audits or penetration tests, subject to a mutual agreement on scope and timing.
5. The winning bidder should sign an NDA agreement.
6. The winning bidder should comply with National Cybersecurity Center Laws and regulations.

11.9 Backup and Recovery

Schedule full and incremental backups of all business and configuration data.

11.10 Current IT Infrastructure Components:

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

11.11 Project Planning and Management

The winning bidder shall utilize a systematic project management methodology 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 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
 - Communication Plan
 - Risk Management Plan
 - Quality Management Plan
 - Test Management Plan (Unit, System and UAT)
 - Project Schedule and Timeline
 - Change Management Plan
 - Functional staffing and resource requirements.
 - Technical staffing and resource requirements.
 - Deliverables documentation.
 - Training and education plan for SEPCO employees

11.12 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 approach below 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 to conducting the training:

- **End-User Training:** This training must be given to all users of the SYSTEM. It must 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 system 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.

11.13 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 and 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, including but not limited to:

- Database.
- Application.
- Production, Testing and Development Environment
- Backup
- Installation of latest patches and updates.



- Cloning the application and database to the new environment.
- Remediation of all security vulnerabilities identified by SEPCO or third party, based on the severity of the finding (e.g., Critical, High, Medium, Low) in accordance with a mutually agreed-upon schedule, and all remediation actions shall be documented and reported to SEPCO.

The One Year Maintenance is for the developed solution and shall 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 system
5	Detailed Scope of Work



6	Implementation Time Plan
7	Training & Support
8	Functional Requirements Checklist - Appendix 1
9	Bidder History of System Implementation - Appendix 2
10	Curriculum Vitae of the proposed project team - Appendix 3
11	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 to provide all costing information. The details in your pricing response are critical for the success of your bid. Specific pricing requirements are provided below:

- 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	Software Licenses in detail for each module	
2	Implementation Cost in details for each module	
3	Training for SEPCO End Users & Administrators	
4	1 year warranty and support following SEPCO final acceptance letter.	
5	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 1: Functional Requirements Checklist

Key*	Description
YF	Yes – Fully, provided "Commercial Off-The-Shelf (COTS)"
YC	Yes – with Customization
NA	Not Available

- The Bidder must complete this checklist by indicating at what level each requirement can be met.
- Please respond by entering the appropriate Key code next to each requirement.
- Bidders should use the comments section to further explain how their software meets the requirement.

Req. No.	Requirement	Key*	Comments
1	General Specifications:		
1.1	Easy to navigate, user friendly user interface.		
1.2	The selected software must be a commercial off-the-shelf solution that has been successfully implemented in at least five (5) companies within the past five (5) years.		
1.3	Web-based technology and mobile-ready allowing the usage of the system on smartphones and tablets, Provide users access to the system through a common web browser or mobile device through internet or any internal network.		
1.4	The module should be implemented in high volume structure and support distributed remote locations.		
1.5	The system should support the following features: availability, scalability, continuity of operations, usability, maintainability, backup solution, reliability.		
1.6	Delegation ability		
2	EPM General Specifications:		
2.1	Build annual and 3-years performance plan for Strategic, Tactical and Operational Goals, link them to projects and initiatives, and follow-up the Risk performance indicator, that includes: Targets (in		



Req. No.	Requirement	Key*	Comments
	different formats: two values(upper or lower limits), average, numbers, percentage...) and Benchmark		
2.2	Ability to classify KPIs to groups, and capture attributes of strategies, programs, objectives, project tracking, risks, and tasks such as long descriptions, short descriptions, notes, images, and links.		
2.3	Ability to set goals for each metric, in cascading manners and link them to Strategic, Tactical, Operational Goal, link them to projects and initiatives, and assign weights to them.		
2.4	Ability to assign and maintain relationships between metrics according to their attributes.		
2.5	EPM Calculation and Frequency:		
2.5.1	Ability to perform complex mathematical and statistical calculations.		
2.5.2	Support for conditional logic (if/then/else) and custom formulas		
2.5.3	Blend data from multiple sources for a single calculation.		
2.5.4	Ability to specify frequency of calculations and type (cumulative or periodic).		
3	GRC General Specifications:		
	Controls:		
3.1	Integrated Management System Library: Serve as the central, single source of truth for all corporate policies, procedures, SOPs and related documentation to integrated management system.		
3.2	Document Lifecycle Management: Through workflow, Role-Based distribution linked to HR system, and mandatory electronic attestation.		
3.3	Control Library: Serve as a common, shared repository of internal controls that can be mapped to multiple risks and regulatory requirements ("Control Once, Comply Many").		
3.4	Organizational Mapping: Ability to map Business Units, Processes, and Assets to specific risk and compliance owners; maintain a definitive organizational hierarchy.		
	Risk:		
3.5	Risk & Asset Register: Standardized templates and customized templates for quantitative and qualitative risk assessments, automated risk scoring, inherent risks, residual risks, linked to Key Risk Indicators (KRIs), and ability to link them to assets.		



Req. No.	Requirement	Key*	Comments
3.6	Risk Treatment & Mitigation: Action/Remediation Plan Tracking with assigned ownership, deadlines, and status updates; ability to link risks directly to the controls designed to mitigate them.		
3.7	Classifications: Ability to classify Risks to groups, and capture attributes of strategies, programs, objectives, project tracking, assets, and tasks such as long descriptions, short descriptions, notes, images, and links.		
	Compliance:		
3.8	Regulatory Content Feed: Subscription-based or internal data feeds that automatically update the system with new or changing laws, regulations, and industry standards (e.g., ISO 27001 ,ISO 9001,ISO 14001,ISO 45001,ISO 31000,ISO 55001), mapping new requirements to existing internal controls; automated alerts for relevant changes.		
3.9	Centralized Evidence Repository where all control documentation and test results are stored.		
4	Common for (EPM and GRC):		
4.1	Database: Centralized Data Repository & Information Architecture.		
4.2	Data Acquisition: Ability to connect and retrieve data from various sources including Flat files (like Compliance reports or excel sheets ...), Oracle DB, Oracle EBS, SQL server DB, SIEM, vulnerability scanners and APIs. And can handle all common data types.		
4.3	Notifications and Workflow:		
4.3.1	Ability to assign an owner to each set of tasks.		
4.3.2	Automated notifications, send a reminder to a user to manually update a KPI, review risk register, based on its frequency, and send real-time or periodic alerts when the KPI falls below or exceeds a target, or when there is unusual pattern that indicating changes in risk tolerance.		
4.3.3	Ability to link each KPI to goals, operation, procedures, risk...		
4.3.4	Ability to implement risk assessment approval flows, policy review cycles, incident response plans, KPIs approval, before it's finalized by managers or owners.		
4.3.5	Email, mobile push notifications.		
4.3.6	Route according to a pre-defined set of rules, with flexibility to (modify, add or end) those rules in easy manner.		



Req. No.	Requirement	Key*	Comments
4.4	Analysis:		
4.4.1	Ability for users to perform their own analysis without IT support.		
4.4.2	Ability to drill down from a strategic goal to see the performance of all underlying tactical and operational KPIs.		
4.4.3	Ability to perform impact analysis to see which strategic goals are most impacted by a change in a specific operational KPIs.		
4.4.4	Ability to compare the performance of one year plan against other years plan. And track four dimensions for each KPI or financial metric: <ul style="list-style-type: none"> 1. Actual (what really happened). 2. Target (Plan) (what was planned at the beginning of the year). 3. Benchmark (external or internal reference, e.g. industry standard, competitor average, best-in-class). 4. Variance (the gap between Actual vs. Target or Actual vs. Benchmark). 		
4.4.5	GRC status.		
4.5	Versioning:		
4.5.1	Ability to save different versions of SEPCO strategic plans, KPIs, risk register, policies or any related documentation to integrated management system.		
4.5.2	Ability to compare the old version's performance against the new one without losing historical context.		
4.5.3	The system should allow "go back in time" to view data as it was on a specific date or at the end of a fiscal quarter.		
4.6	Visualization and Reporting needs:		
4.6.1	Users can create their own dashboards and share them.		
4.6.2	Graphical representations.		
4.6.3	Risk Heatmaps.		
4.6.4	Summary reports on different levels.		
4.6.5	Support for sorting, grouping, filters, drilldowns, and toggles.		
4.6.6	Ability to restrict dashboard visibility based on user roles.		
4.6.7	Ability to generate reports automatically and be distributed via email.		
4.6.8	Support for exporting reports in various formats (Excel, PDF,...)		



Req. No.	Requirement	Key*	Comments
5	Language: The system should support Arabic and English Language.		
6	Information Security: Security of system and exchanged transaction information should be guaranteed at all system layers Based on ISO 27001, ISO 27002, WS-Security standards or equivalent: including infrastructure, application, web services and integration points, and access channels. This also includes using detective and preventive controls for all security threats.		
7	Performance: The system should meet efficiency targets to serve volumes of transactions required as well as the performance measures defined below.		
7.1	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].		
7.2	Throughput: The quantity of useful work made by the system per unit of time. [15 request/second].		
7.3	Response time: The time the system takes to respond to specific query by the user. [Up to 2 second].		
7.4	Simultaneous Requests: 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. [50 Requests].		
7.5	In addition to the H/W capability such as processing capability of all servers including DB, Apps, etc. [CPU Utilization :70%, Memory Utilization: 70%].		
8	Interoperability: The system should comply with interoperability and data exchange Standards.		
9	System administration: enable administrators to perform all day-to-day administrative tasks at data, automation engine, and application levels.		
10	Integrations		
10.1	Fully integrated solution between its modules/components, and capabilities to integrate it with Oracle EBS, SQL Server Databases, and any current and future systems containing performance data.		
10.2	Pre-built connectors for data sources specified above.		
10.3	APIs to push data into the system.		
10.4	Use ELT to set up and manage data pipelines (without staging servers), if other options available please explain		
10.5	Fully integrated with Active Directory.		
10.6	Data validation and check.		



Req. No.	Requirement	Key*	Comments
10.7	Ensure data integrity and prevent data loss during transfer.		
10.8	Then solution modules must be seamlessly integrated		
11	User's Access and Data Security		
11.1	Role-based security at various levels.		
11.2	Must protect the database from illegal access.		
11.3	Audit trail with user id and date-time stamp for: login, adds or changes or deletes made to application records.		
11.4	Protect the database from illegal access.		
11.5	The data maintained is the property of SEPCO and should be kept in SEPCO facility. And cannot be used in any way other than for conducting business with SEPCO.		
11.6	Password encryption support and support for MFA.		
12	Security Testing and Auditing Requirements:		
12.1	Vulnerability Scanning		
12.2	Penetration Testing		
12.3	Compliance Audits		



Appendix 2: Bidder's Past Experience

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



Appendix 3: 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:	

