

خدمة الصيانة والدعم الفني لخوادم واجهزة وشبكة الحاسوب HP Fiber SAN STORAGE, ORACLE & MS SERVERS (HW , SW & Network)

تقديم خدمة الدعم الفني والصيانة لخوادم ومعدات شبكة الحاسوب في شركة السمرا وفي كافة مواقعها، وذلك حسب جميع الشروط الفنية المرفقة، بالإضافة للشروط العامة للعطاءات والشروط الخاصة التالية:

1. على الشركات المتقدمة تقديم شهادة تسجيل لدى وزارة الصناعة والتجارة مع رخصة سارية المفعول.
2. أن يكون لدى شركة الصيانة خبرة في السوق المحلي مدة لا تقل عن ثلاث سنوات.
3. أن تقدم شركة الصيانة شهادات (HP and MS partner certificate sales and services) وأية شهادات أخرى في نفس المجال.
4. أن تقدم شركة الصيانة قائمة واضحة بأسماء المشاريع والمراجع التي نفذتها أو قدمت لها الدعم الفني وفي نفس مجال العطاء خصوصاً وبعقود مشابهة لعدد 5 شركات في آخر 3 سنوات.
5. أن تقدم شركة الصيانة قائمة واضحة بأسماء مختصيها مع السير الذاتية والمؤهلين للعمل في مجال الخبرات التالية: OS Windows Servers, HP Certified for SAN Storage, ORACLE UNIX, ORACLE KVM, MS Cluster and Hyper-V
6. يمكن للشركات المتقدمة للعطاء أن تقوم بإجراء زيارة فنية ميدانية لموقعي شركة السمرا (مكاتب - محطة) وبالتنسيق مع قسم تكنولوجيا المعلومات في شركة السمرا وذلك للاطلاع على الأجهزة والمعدات المشمولة بعقد الصيانة.
7. على الشركات المتقدمة للعطاء تقديم كتاب خطي مع الوثائق المقدمة في العطاء وذلك بموافقتها على جميع الشروط الفنية الواردة وتوقيع اتفاقية عقد الصيانة والدعم الفني بعد الإحالة.
8. تعتبر جميع الشروط الفنية الواردة أدناه والمرفق بهذا العطاء والتي سيتم توقيع الإحالة عليها جزء لا يتجزأ من هذا العطاء.
9. على الشركة المحال عليها العطاء توقيع اتفاقية عدم إفصاح عن المعلومات NDA وتعتبر جزءاً لا يتجزأ من هذا العطاء.
10. يلتزم الشركة المحال عليها العطاء تقديم كفالة حسن التنفيذ (الصيانة والدعم الفني) بنسبة 10% من قيمة الإحالة ولمدة عام من تاريخ توقيع عقد الصيانة والدعم الفني.



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Scope of work:

Local, HPE and Commvault support for datacenter infrastructure and networking equipment which were put in service late 2021; technical support services needed for all equipment software and hardware mentioned in Appendix (A).

The following points describe the scope of work that the contractor should do during the one year contractual period of maintenance and support contract include but not limited to the following:

1. HPE Servers (MS and ORACLE Linux) upgrades and updates.
2. Vulnerability and security patching.
3. Hyper-V clustering and administration roles.
4. ORACLE KVM clustering and administration roles.
5. HPE storage management.
6. Commvault backup configurations and maintenance.
7. Tape library faults troubleshooting.
8. Active Directory maintenance and management.
9. Networking equipment (switches-access points-controllers) maintenance and configuration and patching.
10. revising and aiding in implementation of group policies on MS servers.
11. Local support must include original spare parts, 24x7 technical assistance, and firmware updates with hardware compatibility assurance, for all equipment mentioned in Appendix (A).
12. For the Aruba 2540 Switch Series, local support should ensure availability of replacement units in stock.
13. SAN switches configuration, maintenance, firmware and patching.
14. Preventive quarterly maintenance visit to SEPCO HQ should be conducted covering all the above tasks.
15. Preventive monthly maintenance visit to SEPCO HQ shall be conducted covering health checks.
16. Supporting SEPCO technical team for any related tasks including assisting SEPCO IT team by recommending upgrading or expansion current infrastructure.
17. Reallocating the Hardware mentioned in this agreement if needed.
18. Shall immediately secure and provide similar replacement devices/equipment (Temporary Replacement Equipment) at no additional cost, in the event that the repair or maintenance duration of the faulty device/equipment exceeds the period specified in the (SLA) Appendix(B).
19. Type of support:
 - a. The scope should cover offsite support via Email & Phone during the contract according to the (SLA) Appendix(B).
 - b. The scope should cover Remote support services according to the (SLA) Appendix(B).

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- c. The scope should cover onsite support services if needed according to the (SLA) Appendix(B) Sunday through Thursday from 7:30 a.m. till 4:00 p.m. Amman Local Time (except for Level 1 and 2 tickets where support is provided 24/7 and the appropriate time for work will be mutually agreed upon by both parties).

Special Terms:

1. The contractor should provide a professional and experienced person(s) who has/have technical and functional experience and has/have the capability to solve SEPCO issues.
2. The contractor should provide details of notification and communication methods according to the service level agreement (SLA) Appendix(B).
3. The contractor should provide technical support in accordance with the terms and deadlines specified in the Agreement and its Appendices. In the event of its delay in providing technical support or repairing a defect for reasons attributable to it, a daily delay penalty of 0.2% of the total value of the Agreement shall be calculated if the delay is for cases defined as Level 1 or Level 2 in the Service Level Agreement (SLA) Appendix(B).
4. The contractor must sign a CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT.
5. The contractor must maintain the security and confidentiality of SEPCO data that he gains access to it because of applying the scope of this Contract.
6. The contractor must adhere to the standards and controls issued by the National Cyber Security Center.
7. The contractor must comply with all applicable laws, regulations and policies in The Hashemite Kingdom of Jordan, including "Cybersecurity standards and controls for entities contracting with ministries and government departments 2023" and its amendments.
8. The contractor must not keep any of SEPCO data related to the scope of this Contract in their own servers and machines, and if there is a need for that related to the completion of any task in the work scope, the contractor must obtain prior SEPCO approval, and then dispose SEPCO data from the contractor own servers and machines when the need for it no longer exists.
9. Both Parties shall immediately and in writing notify the other Party in the event of any cyber-attack or incident that may affect the relevant systems or data.
10. The contractor shall adhere to the same conditions in case the technical failure is related to the company's sites at the Samra Station in Zarqa-Hashimiyah, and in Rehab. Azraq. Ma'an, Al-Qweira, Al-Risha, and South Amman, and requires a field visit for repair, without any additional cost.



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Deliverables:

1. Defect Log (symptoms, cause, resolution) Document for every single technical problem solved in the scope of work above that includes symptom(s), cause(s), and resolution(s).
2. Quarterly / Monthly PM log report.

Submission of RFP:

1. The submitted proposal documents must comply with all requirements stipulated in this RFP, including, but not limited to: evidence of previous experience and experts' CVs.
2. The Contractor shall provide two original copies of the complete Maintenance and Support Agreement in Arabic for execution by both parties. A draft of the full agreement must be submitted as part of the RFP proposal. In the event of any conflict or discrepancy between the Arabic version and any other translated version (e.g., English), the Arabic version shall prevail and be deemed the legally binding document.





شركة الصمداء الكهربائية
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Appendix(A)

Support - Hardware and Software List

Item #	Description	SN	Qty	Support Source	Unit Price JOD	Total Price JOD
1	HPE Primera 600 2-way Storage Base	CZ2250019D	1	HPE+LOCAL		
2	HPE DL380 Gen10 8SFF NC CTO Svr	CZ21250HQR	1	Local		
3	HPE DL380 Gen10 8SFF NC CTO Svr	CZ21250HQR	1	Local		
4	HPE DL380 Gen10 8SFF NC CTO Svr	CZ21250HYC	1	Local		
5	HPE DL380 Gen10 8SFF NC CTO Svr	CZ21250HQR	1	Local		
6	HPE DL380 Gen10 8SFF NC CTO Svr	CZ21250HQR	1	Local		
7	HPE DL380 Gen10 8SFF NC CTO Svr	CZ21250HQR	1	Local		
8	HPE DL380 Gen10 8SFF NC CTO Svr	CZ21250HQR	1	Local		
9	HPE DL380 Gen10 8SFF NC CTO Svr	CZ21250HQT	1	Local		
10	HPE MSL3040 Scalable Base Module	DEC12304JD	1	Local		
11	HPE MSL3040 Scalable Base Module	DEC12304J8	1	Local		
12	HPE SN6010C 12-port 16Gb FC Switch	2M5515002P	1	Local		
13	HPE SN6010C 12-port 16Gb FC Switch	2M5513003S	1	Local		
14	HQ DC Core Switches - Aruba 5400R z12 Switch Series (5412)		2	Local		
15	HQ Edge Switches - Aruba 2540 Switch Series		11	Local		
16	Zarqa Station DC Core Switches - Aruba 5400R z12 Switch Series (5412)		2	Local		
17	Zarqa Station Edge Switches - Aruba 2540 Switch Series		18	Local		



شركة السمراء لتوليد الكهرباء
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Item #	Description	SN	Qty	Support Source	Unit Price JOD	Total Price JOD
18	Azraq, Maan-Alquwairah stations - Edge Switches - Aruba 2540 Switch Series		3	Local		
19	Rehab - HPE 5140 24G		1	Local		
20	Rehab - Aruba 6100 12G CL4 2SFP+ 139W Switch		2	Local		
21	Rehab - Aruba 6100 24G CL4 4SFP+ Switch		1	Local		
22	Wireless Access point Aruba 3003		30	Local		
23	Wireless Controllers - Aruba 7030		2	Local		
24	Commvault backup software	Version: 11.32.119 CommCell ID: 1019AE, Purchased Capacity: Commvault Backup & Recovery: 3.000 TB, License Mode PRODUCTION Serial Number 27DE-E2D0-6579-4EFA-828DDD Registration Code 0F2-C66-9C4C	30 VMs lic	OEM+LOCAL		
25	Active directory		1	Local		
26	MS servers cluster		1	Local		
27	ORACLE KVM cluster		1	Local		



شركة السمر للتحديد
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Appendix(B)

Service Level Agreement (SLA) – Incident Response Matrix

Severity Level	Problem Characteristics	Response Time	Resolution Time*
Level 1 (Critical)	- Severe problems which prevent normal business operations. - Experiences a complete loss of service. - Work cannot reasonably continue; the operation is mission critical to the business and the situation is an emergency. - The servers/systems/network... are down or unavailable and cannot be started up using normal operational procedures. - A critical function that may affect the existing functionality of the systems and there is no workaround available.	1 hours	Within 2 hours, Max: 1 working day
Level 2	- Experiences a severe loss of service with no acceptable workaround available, while the operations continue in a restricted fashion. - Experiences unavailability of functionality or incorrect behavior from the servers/systems/network... which may affect Processes and no acceptable workaround is available. - servers/systems/network... experience/display technical errors that allow for access.	2 hours	Within 1.5 working days



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Severity Level	Problem Characteristics	Response Time	Resolution Time*
Level 3	- Experiences a minor loss of service. The problem has a minor impact on the business. - The problem is an inconvenience to normal operations. - Experiences minor irregular behavior in certain functionalities of servers/systems/network.... However, the error cannot be regenerated. - The impact on operations is "inconvenience". However, a workaround can be performed to restore functionality and correct transactions. - Minor technical errors are experienced by the servers/systems/network.... either regularly or intermittently. These errors do not affect the operations of the system.	4 hours	Within 1.5 working days

