



شركة الحوسبة الصحية

***Electronic Health Solutions***

***REQUEST FOR PROPOSAL***

***Network Infrastructure Solution***

for

**Comprehensive Clinics**

**RFP Reference Number: RFP-EHS-PROC-04-2023**

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# Transmittal Letter

**Date: 28-MAR-2023**

**Dear Sir / Madam,**

Electronic Health Solutions “EHS” is in the process of tendering “**RFP-EHS-PROC-03-2023**” for **Supply, Installation, Configuration, Testing and Implementation of Network Infrastructure Solution for Comprehensive Clinics.**

Interested companies are encouraged to submit their technical and financial proposals as per the details provided in this RFP. EHS appreciates your timely and accurate response, meanwhile, shall you have any questions please do not hesitate to contact us.

**Procurement Department**

**Tel:** +962 6 580 0461 | Ext. 3050, 3071, 3074 & 3067

**Email:** procurement@ehs.com.jo

Yours sincerely,

Electronic Health Solution

## Confidentiality Statement

This Request for Proposal (RFP) contains information proprietary to Electronic Health Solutions, hereafter referred to as "EHS". Each recipient is entrusted to maintain its confidentiality. The information contained in this RFP is provided for the sole purpose of permitting the Bidder to respond to the RFP. This information may not be reproduced in whole or in part without the expressed written permission of EHS.

The recipient shall hereby agree to keep all the information in this RFP confidential and shall not, without prior written permission of EHS, disclose this information to any person other than the employees, agents, subcontractors, and advisors who are required in the course of their duties to execute proposal preparation activities. The recipient shall undertake the responsibility that all such persons are informed of the confidential nature of the information.

No recipient of this RFP shall, without the prior consent of EHS, make any public statements to any third parties in relation to this RFP or the subsequent short-listing of any prospective implementer or the subsequent awarding of any order. Unauthorized release of information or public statements will result in immediate disqualification.

Information provided by each Bidder will be held in confidence and will be used for the sole purpose of evaluating a potential business relationship with the respective Bidder's company. There will be no obligation to maintain the confidentiality of any information that was known to EHS, prior to the receipt of a proposal from the Bidder, or due to becoming publicly known through no fault of EHS, or if received without obligation of confidentiality from a third party owing no obligation of confidentiality to the Bidders.

# Company Abstract

## Company Profile

Electronic Health Solutions (EHS) was founded in 2009 as a non-profit company. EHS is owned by the main stakeholders in health and technology sectors in the Kingdom including Ministry of Health (MoH), Ministry of Information and Communication Technology (MoICT), Royal Medical Services (RMS), King Hussein Cancer Center, King Hussein Institute for Cancer and Biotechnology, Royal Health Awareness Society and Private Hospitals Association.

Hakeem is Jordan's National Electronic Health Records (EHR) initiative by which the healthcare sector will be computerized. The program was incepted in October 2009.

The company's mandate is to implement Hakeem in public hospitals, Royal Medical Services sites, Universities Hospitals and King Hussein Cancer Center, in addition to healthcare centers including comprehensive clinics and primary clinics.

## Vision, Mission, Goals, and Objectives

### Vision

Transform and sustain a continuously improving healthcare system in Jordan by leveraging information technology.

### Mission

Provide a secure and accessible platform that enables the storing and sharing of electronic patient health records at all healthcare facilities enrolled in Hakeem.

### Objectives

EHS main objectives are the following:

- 1- Improve Healthcare
- 2- Reduce the Cost of healthcare services.
- 3- Provide Data for Research and Decision Making

### Benefits

- Raising healthcare quality and outcomes by enhancing the accuracy of diagnoses, medication administration, and patient information management;
- Boosting health facilities' efficiency and workflow by saving time and reducing errors in information retrieval;
- Supporting research, scientific studies and, decision-making by supplying the necessary patient data, history and statistics;
- Reducing operating costs by optimizing resource utilization and, preventing lab test repetition.



# 1. Contact Information

Any questions regarding this RFP shall be directed to the following email address in writing:

Name:	Procurement Department
Company:	Electronic Health Solutions
Address:	King Hussein Business Park, King Abdullah the second street. 4408 Amman 11952
Telephone / Fax:	Telephone +962 (6) 5800461 EXT3050, 3071 Fax +962 (6) 5800466
Email:	<a href="mailto:Procurement@ehs.com.jo">Procurement@ehs.com.jo</a>

The bidder should receive a response from the procurement department, if not please call the following number +962 79 668 1595 Or Tel: +962 6 5800461 | Ext: 3050, 3071.

## 2. General Conditions

Upon participation, the bidder agrees to the following:

1. All costs incurred by Bidder in the preparation of this proposal shall be borne by the Bidder.
2. "EHS" will assume that all statements in writing, made by persons submitting Proposals are true, accurate, complete and, not misleading.
3. "EHS" reserves the right to cancel, at any time, this RFP partially or in its entirety. No legal liability on the part of "EHS" for payment of any kind shall arise and in no event will a cause of action lie with any bidder for the recovery of any cost incurred in connection with preparing or submitting a proposal, in response hereto all efforts initiated or undertaken by the bidder shall be done considering and accepting this fact.
4. Bidder's proposals shall be based on full compliance with the terms, conditions and, requirements of this RFP and its future clarifications and/or amendments.
5. "EHS" shall not be under any obligation to return or save either the original or any copies of any Bidder's Proposals (technical and/or financial), and all documents submitted to "EHS", whether originals or copies, shall be kept or disposed of by "EHS".
6. This Request for Proposal doesn't constitute an offer. "EHS" shall not be under obligation to enter into any agreement with any Bidder in connection with this RFP and responses received.
7. The Bidder's proposals (technical and financial) shall comply with the laws and regulations of the Hashemite Kingdom of Jordan.
8. The Bidder's proposals (technical and financial) shall be compatible with international standards and best practices.
9. As a part of the RFP response, the Bidder is requested to fill out the compliance sheet included in this RFP.
10. The bidder must include in his technical proposal a detailed Bill of Quantity "BOQ" for all proposed and priced items and services. Accordingly, this should be reflected and included in the financial offer with itemized quoted prices for all proposed items.
11. The bidder must commit to providing EHS with the same prices and terms for a period of (1) year starting from the Awarding Letter date for the purpose of Variation Orders
12. The quantities requested in this RFP are subject to increase, decrease or, cancellation as per the actual requirements in the awarding date. In case the quantities decrease the vendor is responsible to install the available materials from the EHS warehouse.

### 3. Bidder Qualifications

1. Bidder should be a Company registered under the Jordanian Ministry of Industry and Trade for more than three years or represented by a company abiding by the aforementioned condition; otherwise, any international or regional bidder must present the formal documents which prove the financial capacity of the company in addition to its commercial registration documents at the country of origin
2. Bidder should have at least three references of similar projects preferably in the health care sector and to be accepted by EHS.
3. The Bidder shall have at least 2 live installations with support as of the date of submission of this bid.
4. The Bidder shall have specialized and certified engineers with relevant technical certification for at least two engineers.
5. The bidder must submit Up-To-Date official documents of registration issued from the Companies Control Department at the Jordanian Ministry of Industry and Trade.
6. The bidder shall be an authorized Top Level Partner of the mother company he represents in this bid. An up-to-date valid official letter/certificate from the mother company shall be submitted by the bidder as part of the bidder's qualification documents, to prove the level of partnership for the bidder.
7. The bidder must have at least (2) two engineers certified by the mother company for the implementation and technical support of the proposed solution.
8. All proposed and supplied equipment\solutions\items\services must be original, brand new (not refurbished) and, licensed by the manufacture (mother company) to be supplied and installed for this project at EHS.
9. All proposed and supplied equipment / solution / items / appliances / hardware must be newly manufactured with manufacture valid warranty and support duration for not less than (7) years from the date of delivery. This implies that supplied products must not be obsolete, phased out of production, out of sales, and support.
10. All proposed and supplied equipment\solutions\items\services must be original, brand new (not refurbished) and, licensed by the manufacture (mother company) to be supplied and installed for this project at EHS.

11. تلتزم الشركة المحال عليها بتحديد نسبة الصيانة و الدعم الفني في العرض المالي للأجهزة المحال عليها للسنوات التي تلي فترة الصيانة المجانية شاملة قطع الغيار و الأيدي العاملة علماً بأن هذا البند سيكون جزء من التقييم المالي للعرض المقدم

The winning bidder is obliged to determine the percentage of maintenance and technical support including spare parts and manpower for the years following the free maintenance duration. This has to be specified clearly in the financial offer for the supplied devices\solutions as per this RFP and will be part of the financial evaluation of the bid.



## 4. RFP Guidelines

### a. RFP Issuance & Submission

Event	Date
1. RFP distribution to vendors	28-MAR-2023
2. Questionnaire Session	N/A
3. Proposal due date Closure Date	18-APR-2023

### b. Queries and Responses

All inquiries during the questions and answers session (Bidder Conference) if conducted must be documented., Verbal clarifications, inquiries or communication are not permitted, and only written communication is accepted.

### c. RFP Acknowledgement

1. Award of the contract resulting from this RFP will be based upon the most responsive vendor whose offer will be the most advantageous to "EHS" in terms of cost, functionality, and other factors as specified elsewhere in this RFP.
2. Vendor has a period of (5) days to acknowledge and accept the awarding letter with its terms and conditions. Delay of acceptance will yield into consideration of rejection.
3. EHS" reserves the right to:
  - a) Accept other than the lowest-priced offer.
  - b) Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.
  - c) Award the RFP contract on a partial basis (i.e. not all requirements requested from a single vendor.)
  - d) Not declare the name of the winning bidder, and awarding details.

### d. Proposal Format Requirements

1. The financial and technical proposals must be submitted separately. Each proposal must be sent in a separate (PDF) electronic file (PDF). **(If the proposal file document size is bigger than 9 Megabyte (MB), you may send the document through a secured file hosting service and an internet-based computer file transfer service company such as Dropbox, WeTransfer, etc.)**
2. The proposals must be sent to the Procurement Department email namely; ([Procurement@ehs.com.jo](mailto:Procurement@ehs.com.jo)). A password divided into (3) portions and not to be less than (9) nine digits must be set on the financial offer.
3. The passwords must be sent through a text message (SMS) to relevant mobile numbers which will be cellular mobile numbers that will be provided to the bidders at a later stage.
4. Pricing must be per site with a breakdown itemized pricing for each item, component, product and services included in the submitted Financial Proposal.
5. The Financial Proposal must specify clearly the compliance with the (5) five years' warranty duration required in the Technical Specification section

## 5. RFP Terms & Conditions

### a. Evaluation Criteria

1. "EHS" will evaluate each response. Responses will be evaluated on many criteria deemed to be in EHS's best interest, including but not limited to, technical offering, price, warranty, delivery duration, Bidder certification, accreditation, schedule, bidder's capabilities, compliance with bonding, and any other factors that "EHS" determine. The order of these factors does not denote relative importance.
2. "EHS" reserves the right to consider other relevant factors as it deems appropriate in order to obtain the best value.
3. This RFP does not commit "EHS" to select any firm, enter into any agreement, pay any costs incurred in preparing a response or procure or contract for any services or supplies. "EHS" reserves the right to request additional information from the bidders whose response meets "EHS" needs and business objectives without requesting such information from all respondents.

### b. Rejection of Proposals

"EHS" reserves the right to reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor.

### c. Proposal Costs and Expenses

No legal liability on the part of "EHS" for payment of any kind shall arise and in no event will a cause of action lie with any bidder for the recovery of any cost incurred in connection with preparing or submitting a proposal. In response hereto all efforts initiated or undertaken by the bidder shall be done considering and accepting this fact.

### d. Bid, Performance, Advance payment, and Warranty Bonds

1. Unconditional Bid Bond valid for (3) three months with an amount of (JoD 1,950.00) One Thousand Nine Hundred Fifty Jordanian Dinar to be renewed automatically must be submitted by every participating bidder.
2. Advance payment LG, is to be submitted against any required advanced payment.
3. Unconditional Performance Bond for (10%) of the total amount of the awarded value shall be submitted by the winning bidder and within (5) working days from the date of the award. The Performance bond must remain valid for the total duration of the implementation of the project and until the delivered solution is finally received and accepted by EHS. This Performance Bond will be replaced by the Maintenance LG after items delivered installed and finally accepted duly. The Maintenance Bond will remain valid until the end of the warranty duration. In case the winning bidder fails to submit the performance bond, EHS reserves the right to cancel the contract and liquidate the bid bond without reverting to the bidder.

## e. Penalties

In the event, the bidder fails to deliver according to the agreed time (for either the initial agreed delivery date or any of the subsequent delivery dates). The Bidder must pay EHS a delay penalty of (1%) of the total contract amount for each calendar week of delay. The maximum penalty for delays shall not exceed (10%) of the total contract value. The payment or deduction of such penalty shall not relieve the winning bidder from its obligations to complete the services or from any other obligations and liabilities under this bid.

## f. Payment Terms

### 1- Payment terms:

- 20% Advance Payment against "Advance Payment LG"
- 20% upon items delivery
- 20% upon installation or implementation
- 40% on final EHS acceptance.

In case the winning bidder fails to comply with the "Advance Payment LG" term set for the first payment, hence, the winning bidders will be entitled to receive (40%) of the total contract value after the fulfillment of the delivery and initial receiving conditions "إستلام توريدي" set forth in this RFP.

- ### 2- Payment currency shall be in Jordanian Dinar (USD and Euro exchange rate will be calculated at the currencies exchange rate issued by Central Bank of Jordan at the payment date).

## g. Terms of Delivery

- Delivery, Installation and, Implementation within (8-12) Weeks from the date of the purchase order at the EHS HQ offices or any of "Hakeem" Project sites. Final acceptance is required by EHS, and penalties for delays will be imposed as per the condition specified in clause (5.e) of this RFP.

## h. Offer Expiry Date

The validity of the Proposal shall be no less than (90) days unless clearly mentioned differently.

The prices must remain fixed and valid for (90) days from the date of the invitation for bid closing date and shall be clearly stated in the technical and commercial bids.

## 6. Financial Compliance Sheet

#	Description	Comply (Yes/No)	Reference in the proposal
1	The bidder shall comply with all points included in the general conditions section		
2	The bidder shall comply with all points included in the bidder qualifications section		
3	The bidder shall comply with all points included in the RFP guideline section		
4	The bidder shall comply with all points included in the RFP terms and conditions section		

## 7. Objectives

EHS invites technically complete and commercially competitive bids from reputed bidders for the Supply, Installation, Configuration, Testing, and Implementation of Network Infrastructure Solutions in Comprehensive Clinics

## 8. Bill of Quantity (BOQ) and Sites Name

For Review Only NOT For Bidding

#	Site Name	Region	Access Switches 24	Access Switches 48	Firewalls /Router	Voice Gateways + License	stack cable for access switches (1m)	stack module for access switches
1	مركز صحي ملكا الشامل	اريد	1	1	1	2	2	2
2	مركز صحي المشارع الشامل	اريد	1	1	1	2	2	2
3	مركز صحي دير أبي سعيد الشامل	اريد	1	1	1	2	2	2
4	مركز صحي كفر عوان الشامل	اريد	1	1	1	2	2	2
5	مركز صحي الرويشد الشامل	المفرق	1	1	1	2	2	2
6	مركز صحي أم القطين الشامل	المفرق	1	1	1	2	2	2
7	مركز صحي أم الجمال الشامل	المفرق	1	1	1	2	2	2
8	مركز صحي البادية الشمالي الشامل	المفرق	1	1	1	2	2	2
9	مركز صحي صبحا الشامل	المفرق	1	1	1	2	2	2
10	مركز صحي كفر اسد الشامل	اريد	1	1	1	2	2	2
11	مركز صحي المغير الشامل	اريد	1	1	1	2	2	2
12	مركز صحي الازرق الشامل	الزرقاء	1	1	1	2	2	2
13	مركز صحي غور المزرعة/ الأغوار الجنوبية الشامل	الكرك	1	1	1	2	2	2
14	مركز صحي مادبا العسكري	مادبا	1	1	1	2	2	2
15	مركز طبي مجموعة الملك عبدالله الثاني للقوات الخاصة الملكية	عمان	0	1	1	2	2	2
16	مركز صحي الازرق الشامل	المفرق	1	1	1	2	2	2
17	مركز طبي صبحا وصبحية العسكري الشامل	المفرق	1	1	1	2	2	2
*	Spare Parts		1	1	1	0	2	2
<b>Total</b>			<b>17</b>	<b>18</b>	<b>18</b>	<b>34</b>	<b>36</b>	<b>36</b>

## 9. Business requirements

From a business perspective, the new architecture must address the following key points:

1. Install network infrastructure solution as per EHS needs
2. Provide continuous support for Hakeem systems.

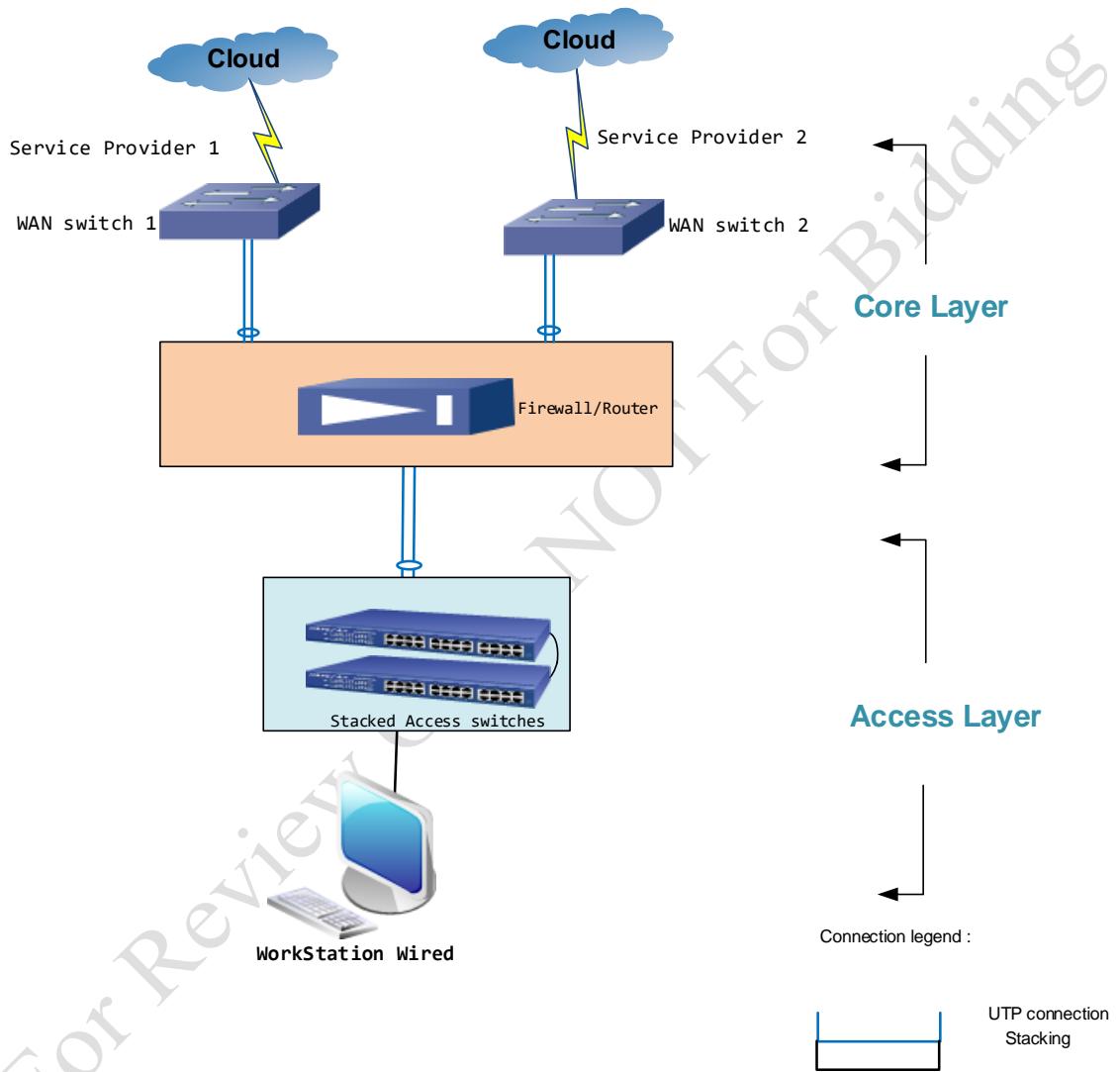
## 10. Submittals

The bidders' proposal shall include the following:

1. Compliance sheets (for both technical and financial).
2. Data sheets for all items.
3. Accept Procedure Test (ATP) document.
4. Project Implementation plan.
5. Service level agreement (SLA)
6. Project team details.
7. Detailed BOQ (Item, QTY, and Duration)

## 11. Solution Technical Requirements

## 11.1 Solution High-level Architecture





## 11.2 Access switches

### 1. POE+ Switches 24 ports

#### Interfaces

- Provides min. 24 10/100/1000 Base-TX POE+ auto-sensing & auto-negotiating ports.
- Minimum 4 SFP/SFP+ ports
- Provide a stacking (virtual switch) feature to increase the performance and HA.
- POE+ budget shall be 350 W

#### Performance

- Minimum Switching Capacity: 128 Gbps
- Minimum forwarding rate (64-byte): 95 Mpps

#### Features

- 802.1Q VLAN Tagging.
- Voice VLAN.
- IEEE 802.1d Spanning Tree Protocol.
- IEEE 802.1w Rapid Spanning Tree Protocol.
- Support IEEE 802.1s Multiple Spanning Tree Protocol.
- IEEE 802.1p Class of Service
- IEEE 802.3ad.
- Basic layer 3 routing (static routing)
- SNMP v2c, and v3
- SSH v2.
- Port security.
- 802.1x authentication

#### Hardware

- Rack Mountable
- AC Power Supply, C14 power cord.

## 2. POE+ Switches 48 ports

### Interfaces

- Provides min. 48 10/100/1000 Base-TX POE+ auto-sensing & auto-negotiating ports.
- Minimum 4 SFP/SFP+ ports
- Provide a stacking (virtual switch) feature to increase the performance and HA.
- POE+ budget shall be 700 W

### Performance

- Minimum Switching Capacity: 176 Gbps
- Minimum forwarding rate (64-byte): 130 Mpps

### Features

- 802.1Q VLAN Tagging.
- Voice VLAN.
- IEEE 802.1d Spanning Tree Protocol.
- IEEE 802.1w Rapid Spanning Tree Protocol.
- Support IEEE 802.1s Multiple Spanning Tree Protocol.
- IEEE 802.1p Class of Service
- IEEE 802.3ad.
- Basic layer 3 routing (static routing)
- SNMP v2c, and v3
- SSH v2.
- Port security.
- 802.1x authentication

### Hardware

- Rack Mountable.
- AC Power Supply, C14 power cord.

## 11.3 WAN Switches

### 3.3.1 NBN WAN switch

**The switches shall comply with NBN minimum requirements (Cisco 3560/2960 or equivalent)**

#### Interfaces

- Provides 8 100/1000 Base-TX auto-sensing & auto-negotiating ports.
- Shall be able to accommodate 1Gig fiber uplink ports by adding SFPs on the switch.

#### Features

- Support Static Routing.
- Support Link-aggregation control protocol (LACP).
- Support 802.1Q VLAN Tagging
- Support IEEE 802.1d Spanning Tree Protocol
- Support IEEE 802.1w Rapid Spanning Tree Protocol
- Support 802.1s Multiple Spanning Tree Protocol
- Support 802.1p Class of Service
- Support SNMP v2c, and v3
- Support SSH v2 access management.

#### Performance

- Minimum Switching Capacity: 10 Gbps
- Minimum Forwarding Rate (64-byte): 12 Mpps

#### Hardware

- Rack Mountable (must include the rack mount kit)
- C14 fused power cord.

### 3.3.2 WAN switch

#### Interfaces

- Provides 8 10/100 Base-TX auto-sensing & auto-negotiating ports.
- Shall be able to accommodate 1Gig fiber uplink ports by adding SFPs on the switch.

#### Features

- Support Static Routing.
- Support Link-aggregation control protocol (LACP).
- Support 802.1Q VLAN Tagging
- Support IEEE 802.1d Spanning Tree Protocol
- Support IEEE 802.1w Rapid Spanning Tree Protocol
- Support 802.1s Multiple Spanning Tree Protocol
- Support 802.1p Class of Service
- Support SNMP v2c, and v3
- Support SSH v2 access management.

#### Performance

- Minimum Switching Capacity: 10 Gbps
- Minimum Forwarding Rate (64-byte): 12 Mpps

#### Hardware

- Rack Mountable (must include the rack mount kit)
- C14 fused power cord.

## 11.4 Network Perimeter Security (Appliance)

- Minimum 6 100/1000 Base-T ports
- Shall combine firewalling and routing functions.
- Threat Protection Throughput 500 Mbps, or Application Firewall throughput 1 Gbps
- A high availability feature is mandatory.
- Minimum 2GB RAM
- Support the SD-WAN technology.
- Support link aggregation protocols (LACP/LAG)
- Static, BGP, and OSPF routing.
- AES/3DES VPN encryption.
- Route and policy-based routing.
- Form factor 1 U rack mountable.
- Support SSHv2 for management.
- Internal Dual AC power supply.
- Quality of Service: traffic classification, prioritization, and queuing.
- C14 power cords

### 11.5 Voice Gateways

- EHS has Cisco Call Manager Solution (Version 11.5) at EHS Data Center contains unified Cisco Call Managers and unified contact centre express.
- The bidder shall propose the Cisco Voice ATA GW to connect sites using traditional PBX that exists in sites by connecting PBX external lines to ATA Voice Gateway.
- The bidder shall provide the required licenses equal to the number of ports on the voice gateways at the Cisco call manager system (essential license).
- C14 power cords.

## 12. Statement of work

The scope of this document covers the installation of the Active network solution of the equipment for the EHS sites mentioned earlier; the scope of work shall include the following:

1. The following requirements shall be met before the work commences:
  - a) Secure work area.
  - b) Adequate manpower shall be available.
2. Perform any preparatory site visits and any related activities to insure the best deployment.
3. Conduct technical workshops with EHS technical team to develop the solution architecture, HLD, and LLD. All the project's documentation must be approved by EHS.
4. Develop a Project implementation plan and project schedule. The contractor shall assign a qualified technical project manager to manage the project and to ensure the controls and successful delivery.
5. Install, configure, test, and document all offered BOQ covering LAN, WAN, and Security solutions, according to EHS needs.
6. The bidder is responsible for integrating the proposed devices with any existing network devices.
7. The bidder is responsible for configuring the switches and network devices ports based on EHS requirements.
8. Must follow EHS instructions in labelling all equipment and switches and put a description in the network devices configuration.
9. Patching the copper, fiber, and power patch cords cables inside the cabinets is the bidder's responsibility.
10. Any extra materials or/and services required/requested by ESH to complete the project.
11. Hand on training for EHS dedicated IT staff on the site.
12. The bidder shall provide SLA within the contract to resolve the hardware and software issues that may arise during the contract period.
13. The proposal shall include the delivery of all the solution equipment to the EHS Warehouse and to the sites based on EHS requirements, including moving the materials to and within the sites.
14. Perform the Acceptance Test Procedure (onsite) and any corrective action to collect EHS acceptance.
15. Perform preventive maintenance for the delivered solution based on two yearly visits during the warranty and support period.
16. Before vacating the site, the following practices shall be observed:
  - a) Dispose of all debris including scrap, drawstrings, tapes, etc.
  - b) Remove all empty boxes

- c) Remove any surplus materials and return them to the EHS warehouse.
- d) Clean the Work Area including personal waste
- e) Store tools and equipment properly in an agreed location.

## 13. Technical Terms and Conditions

1. The bidder shall have at least two certified engineers according to the manufacturer's recommendations on the proposed solution.
2. The bidder shall be classified as tier 1; the bidder shall provide the required manufacturer's certificates or letters for his qualifications. This condition is applied only on items that aren't mentioned by brand name.
3. All switches shall have the same operating system, except the NBN switch.
4. Wireless and Wired providers shall be Leaders, challengers, or Visionary in the latest Gartner report.

## 14. Warranty and Support

1. The bidder shall offer a minimum of (5) years' onsite manufacture warranty.
2. The bidder shall offer a minimum of (5) year's maintenance and support service; Maintenance and support service shall cover all supplied components.
3. During the warranty period, the contractor shall provide all required spare parts free of charge.
4. The bidder shall provide the support approach in the form of a signed and stamped SLA, including the escalation matrix, support contacts, and response time.
5. Perform preventive maintenance for the delivered solution based on 2 yearly visits during the warranty and support period.

## 15. Product Origin

The mother company shall be from *USA*, Europe, or Japan.

## 16. Service Level Agreement

During the warranty period the contractor shall meet the below SLA parameters:

### 1. Severity Levels

Insuring and maintaining full, safe and enhanced performance for all devices and any related items, along with all required support and prevention procedures with the following targets:

a) Severity level 1

Response time: Within 30 minutes

Arrival on site: Within 90 Minutes (for Amman sites)

Arrival on site: Within 3 Hours (for North and South sites)

b) Severity level 2

Response time: Within 1 Hour

Arrival on site: Within 3 Hours (for Amman sites)

Arrival on site: Within 6 Hours (for North and South sites)

c) Severity level 3

Response time: Within 8 Hours

Arrival on site: Within 8 Hours

Resolution time: Guaranteed network recovery & repair within 24 Hours.

d) Severity level 4

Response time: Within 12 Hours

Arrival on site: Within 12 Hours

Resolution time: Guaranteed network recovery & repair within 48 Hours.

- Severity level will be determined by EHS upon opening each individual support case.
- Throughout the execution of the SLA, vendors should not rely on system redundancy as a permanent resolution.

#### Definitions:

- **Severity Level 1:** Site is down or there is a critical impact to End User's business operation.
- **Severity Level 2:** Operation is severely degraded or significant aspects of End User's business operation are negatively impacted by unacceptable Environment performance.
- **Severity Level 3:** Operational performance of the Environment is impaired, although most business operations remain functional.
- **Severity Level 4:** Product Enhancement request or information is required on product capabilities, installation, or configuration. There is little or no impact to End User's business operation.
- **Response time:** the time it takes to send back an acknowledgement of an issue and commence the process of developing a resolution.
- **Resolution time:** the needed time to solve an open case.

### 2. Terms and Penalties

Additional hours exceeding the allowable downtime will be subject to penalty. The minimum accepted system availability is 99.9% yearly uptime. Under all circumstances, the "resolution time" must not exceed 24 hours for severity level 3 and 48 hours for severity level 4. In addition, the "response time" and the "arrival on site time" must be met with each Severity Level.

The vendor will be subject to penalty if he does not meet the "response time", "arrival on site" and "resolution time". The following table shows all the penalties under this SLA contract.

Penalty condition	Penalty amount per hour JoD			
	Severity 1	Severity 2	Severity 3	Severity 4
Failed to achieve 99.9% availability target	400	300	0	0
Failed to achieve "response time"	400	300	100	50
Failed to achieve "arrival on site time"	400	300	100	50
Failed to achieve "resolution time"	0	0	100	50

Vendor response will be measured and monitored using EHS's Service Management tool.

1. The vendor should submit a preventive maintenance program every three months.
2. The Vendor must provide the support methodology and escalation matrix including contact details.
3. The Vendor should provide manufacturer support for all components.
4. The Vendor is responsible for maintaining spare parts to meet the "availability" and "resolution time" targets at no additional cost.
5. The Vendor will provide workshops and/or on-site training if necessary or if requested by EHS.
6. The Vendor will support, configure and resolve problems whenever needed and/or if requested by EHS.
7. The Vendor will commit to providing quality assurance for any major configuration changes whenever requested by EHS. Any change must be done within the EHS change management process.
8. The Vendor is responsible for the review of the system configuration and setup at the beginning of the SLA support contract, develop all the required corrective plans, update the design document and all the documentation required in order to insure the alignment of the best practices.
9. The Vendor is responsible for the following support service compliance points:
  - a. Firmware updates, patches, and new releases
  - b. In addition, the winning bidder shall provide all related support and required preventive maintenance consultation.

## 17. Technical Compliance sheet

- The bidder shall confirm all points in the below compliance sheet and mention the reference for each point in the proposal



#	Description	Comply (Yes, No)	The reference point in the proposal
1	The bidder proposal shall include all the submittals mentioned in the submittal section		
2	The delivered items must match the proposed technical specifications mentioned in the solution technical specifications section.		
3	The bidder shall propose the quantities based on the BoQ table as mentioned in the Bill of quantities section, or the updated BoQ that will be provided after the site visit.		
4	The bidder shall agree to all points mentioned in the scope of work section.		
5	The bidder shall be committed to all technical terms and conditions that are mentioned in the technical term and condition section.		
6	The bidder must be committed to all warranty and support points that are mentioned in the warranty and support section.		
7	During the support and warranty period, the bidder shall commit and meet all parameters mentioned in the service level agreement section		
8	The mother company shall be from USA, Europe, or Japan.		
9	The bidder shall classify as tier 1 for all items except the items mentioned in the RFP by name/brand, the bidder shall provide the required manufacturer's certificates or letters for his qualifications.		
10	The bidder shall provide a detailed BoQ including part numbers.		
11	Wireless and Wired providers shall be Leaders, challengers, or Visionary in the latest Gartner report for Enterprise.		
12	The Bidder is responsible for Patching the copper, fiber, and power cables inside the cabinets.		
	<b>POE+ Switches 24 ports</b>		
13	Provides min. 24 10/100/1000 Base-TX POE+ auto-sensing & auto-negotiating ports.		
	Minimum 4 SFP/SFP+ ports		
	Provide a stacking (virtual switch) feature to increase the performance and HA.		
	POE+ budget shall be 350 W		
	Minimum Switching Capacity: 128 Gbps		
	Minimum forwarding rate (64-byte): 95 Mpps		
	802.1Q VLAN Tagging.		
	Voice VLAN.		
	IEEE 802.1d Spanning Tree Protocol.		
IEEE 802.1w Rapid Spanning Tree Protocol.			

	Support IEEE 802.1s Multiple Spanning Tree Protocol.		
	IEEE 802.1p Class of Service		
	IEEE 802.3ad.		
	Basic layer 3 routings (static routing)		
	SNMP v2c, and v3		
	Support SSH v2 access management		
	Port security.		
	802.1x authentication		
	Rack Mountable		
	AC Power Supply, C14 power cord.		
	<b>POE+ Switches 48 ports</b>		
	Provides min. 48 10/100/1000 Base-TX POE+ auto-sensing & auto-negotiating ports.		
	Minimum 4 SFP/SFP+ ports		
	Provide a stacking (virtual switch) feature to increase the performance and HA.		
	POE+ budget shall be 700 W		
	Minimum Switching Capacity: 176 Gbps		
	Minimum forwarding rate (64-byte): 130 Mpps		
	802.1Q VLAN Tagging.		
	Voice VLAN.		
14	IEEE 802.1d Spanning Tree Protocol.		
	IEEE 802.1w Rapid Spanning Tree Protocol.		
	Support IEEE 802.1s Multiple Spanning Tree Protocol.		
	IEEE 802.1p Class of Service		
	IEEE 802.3ad.		
	Basic layer 3 routings (static routing)		
	SNMP v2c, and v3		
	Support SSH v2 access management		
	Port security.		
	802.1x authentication		
	Rack Mountable.		
	AC Power Supply, C14 power cord.		
	<b>NBN WAN switch</b>		
	The switches shall comply with NBN minimum requirements (Cisco 3560/2960 <b>or equivalent</b> )		
	Provides 8 10/100/1000 Base-TX auto-sensing & auto-negotiating ports.		
	Shall be able to accommodate 1Gig fiber uplink ports by adding SFPs on the switch.		
	Support Static Routing.		
15	Support Link-aggregation control protocol (LACP).		
	Support 802.1Q VLAN Tagging		
	Support IEEE 802.1d Spanning Tree Protocol		
	Support IEEE 802.1w Rapid Spanning Tree Protocol		
	Support 802.1s Multiple Spanning Tree Protocol		
	Support 802.1p Class of Service		
	Support SNMP v2c, and v3		
	Support SSH v2 access management		

	Minimum Switching Capacity: 10 Gbps		
	Minimum Forwarding Rate (64-byte): 12 Mpps		
	Rack Mountable (must include the rack mount kit)		
	C14 fused power cord.		
	<b>WAN switch</b>		
16	Provides 8 10/100 Base-TX auto-sensing & auto-negotiating ports.		
	Shall be able to accommodate 1Gig fiber uplink ports by adding SFPs on the switch.		
	Support Static Routing.		
	Support Link-aggregation control protocol (LACP).		
	Support 802.1Q VLAN Tagging		
	Support IEEE 802.1d Spanning Tree Protocol		
	Support IEEE 802.1w Rapid Spanning Tree Protocol		
	Support 802.1s Multiple Spanning Tree Protocol		
	Support 802.1p Class of Service		
	Support SNMP v2c, and v3		
	Support SSH v2 access management		
	Minimum Switching Capacity: 10 Gbps		
	Minimum Forwarding Rate (64-byte): 12 Mpps		
	Rack Mountable (must include the rack mount kit)		
	C14 fused power cord.		
	<b>Network Perimeter Security (Appliance)</b>		
17	Minimum 6 100/1000 Base-T ports		
	Shall combine firewalling and routing functions.		
	Threat Protection Throughput 500 Mbps, or Application Firewall throughput 1 Gbps		
	A high availability feature is mandatory.		
	Support the SD-WAN technology.		
	Minimum 2GB RAM		
	Support link aggregation protocols (LACP/LAG)		
	Static, BGP, and OSPF routing.		
	AES/3DES VPN encryption.		
	Route and policy-based routing.		
	Form factor 1 U rack mountable.		
	Internal Dual AC power supply.		
	Support SSHv2 for management		
	Quality of Service: traffic classification, prioritization, and queuing.		
C14 power cords			
	<b>Voice Gateways</b>		
18	EHS has Cisco Call Manager Solution (Version 11.5) at EHS Data Center contains unified Cisco Call Managers and unified contact centre express.		

The bidder shall propose the Cisco Voice ATA GW to connect sites using traditional PBX that exists in sites by connecting PBX external lines to ATA Voice Gateway.		
The bidder shall provide the required licenses equal to the number of ports on the voice gateways at the Cisco call manager system (essential license).		
C14 power cords.		

For Review Only NOT For Bidding



شركة الحوسبة الصحية

Electronic Health Solutions

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