



شركة الحوسبة الصحية

Electronic Health Solutions

REQUEST FOR PROPOSAL

Network Infrastructure Solution

for

Mafrq Primary Clinics

RFP Reference Number: RFP-EHS-PROC-30-2023

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Transmittal Letter

Date: 21-SEP-2023

Dear Sir / Madam,

Electronic Health Solutions “EHS” is in the process of tendering “**RFP-EHS-PROC-30-2023**” for **Supply, Installation, Configuration, Testing and Implementation of Network Infrastructure Solution for Primary 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, 3072, 3073, & 3074

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 inceptioned 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, 3071Fax +962 (6) 5800466 |
| Email: | Procurement@ehs.com.jo |

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.

13. في حال أن تعذر على "المناقص الفائز بالعطاء" تنفيذ التزاماته التعاقدية و/أو أي جزء منها، بحيث يكون قد تأخر في توريد المواد و/أو الخدمات المحددة لمدة (45) يوم من التاريخ الواجب على "المناقص الفائز بالعطاء" خلاله تنفيذ التزاماته، فسيكون في هذه الحالة من حق "شركة الحوسبة الصحية" إلغاء قرار الإحالة والعلاقة التعاقدية التي تجمعهم مباشرة دون الحاجة إلى إشعار و/أو إنذار و/أو استصدار حكم قضائي. كما يكون من حق "شركة الحوسبة الصحية" في هذه الحالة شراء ما كان متفق عليه من مورد آخر يراه مناسباً، على أن يتحمل "المناقص الفائز بالعطاء" كافة النفقات التي قد تكبتهما "شركة الحوسبة الصحية" جراء ذلك إلى جانب تعويض "شركة الحوسبة الصحية" عما لحقه من أضرار إثر تعذره عن تنفيذ التزاماته.

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\olutions\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 manufacturer 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, or out of support.
10. All proposed and supplied equipment\olutions\items\services must be original, brand new (not refurbished) and, licensed by the manufacturer (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\olutions 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 | 21-SEP-2023 |
| 2. Questionnaire Session | Starts (21-SEP-2023) till (5-OCT-2023) |
| 3. Proposal due date Closure Date | 12-OCT-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). 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.

6. The bidder shall submit only one financial proposal file. The financial proposal must include all of the products or solution options proposed in the Technical Proposal. The financial proposal must be in a format that is easy to read and understand and in compliance and consistent with the pricing and terms and conditions mentioned in this RFP document. The financial proposal must be in English.

The financial proposal must be signed by an authorized representative of the bidder.

If the bidder submits more than one financial proposal file, or if the financial proposal does not include all of the products or solution options proposed in the Technical Proposal, the bidder's proposal may not be considered.

7. The bidder must submit a cover letter in a PDF format as a separate document from the Technical and the Financial Proposal. The cover letter must include the following information:
 - The tender reference number.
 - The name of the bidder.
 - The contact information for the bidder.
 - A list of the product(s) and/or solution(s) names that are being proposed, along with the corresponding product and/or solution code.
 - A listing of the proposed product(s)\ solution(s)\service(s) along with their relevant brief description.

The aforementioned information must be filled in the following “Table Template” (ملخص للمنتجات والخدمات والحلول المعروضة) and must be consistent and in a total match with the relative names and descriptions included in the financial and technical proposals. The list of product and/or solution names must match those included in the Technical and Financial Proposal. If the bidder does not submit a cover letter, or if the list of product and/or solution names do not match those included in the Technical and Financial Proposal, the bidder's proposal may not be considered.

Table Template (ملخص للمنتجات والخدمات والحلول المعروضة)

The following table template can be used to list the product and/or solution names that are being proposed:

| Option | Product\Solution\Services Name | Product\Solution\Services Description |
|------------|--------------------------------|---------------------------------------|
| Option (1) | Product 1 | |
| Option (2) | Solution 1 | |
| Option (3) | Solution 2 & Product 2 | |

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 1,530.00) One Thousand Five Hundred Thirty 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 (0.5%) of the total contract amount for each calendar day of delay. The maximum penalty for delays shall not exceed (15%) 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 توريد" 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 must be within (4-6) Weeks from the date of issuance of the purchase order. Delivery must be to the warehouse at EHS HQ offices or to any of "Hakeem" Project sites upon coordination and approval of EHS. 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.
- Installation and implementation must be within (4) four weeks from the date of delivery and EHS's commencement confirmation letter or email.
- Any bidder who fails to meet the above named durations for delivery and implementation **may be considered dis-qualified**.
- Weight: The duration of delivery and implementation of projects will be given a high weighting value in the evaluation criteria. Accordingly, the weighting value for the bidder with the shortest proposed duration will receive the highest score.

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 Supply, Installation, Configuration, Testing and Implementation of Network Infrastructure Solution in Primary Clinics

8. Bill of Quantity (BOQ) and Sites Name

| # | Site name | Region | Access Switches 48 | Router |
|--------------|---|--------|--------------------|-----------|
| 1 | مركز صحي كوم الرف | المفرق | 1 | 1 |
| 2 | مركز صحي خشاع سليتين الاولى | المفرق | 1 | 1 |
| 3 | مركز صحي النهضه | المفرق | 1 | 1 |
| 4 | مركز صحي عين بني حسن الاولى | المفرق | 1 | 1 |
| 5 | مركز صحي المفرق الاولى | المفرق | 1 | 1 |
| 6 | مركز صحي ثغرة الجب الاولى | المفرق | 1 | 1 |
| 7 | مركز صحي الزعتري الاولى | المفرق | 1 | 1 |
| 8 | مركز صحي الحرش الاولى | المفرق | 1 | 1 |
| 9 | مركز صحي فاع الاولى | المفرق | 1 | 1 |
| 10 | مركز صحي الدجنه الاولى | المفرق | 1 | 1 |
| 11 | مركز صحي المزرحه الاولى | المفرق | 1 | 1 |
| 12 | مركز صحي خالد بن الوليد (الزنيه) الاولى | المفرق | 1 | 1 |
| 13 | مركز صحي حيان الروبيض الاولى | المفرق | 1 | 1 |
| 14 | مركز صحي حدود جابر الاولى | المفرق | 1 | 1 |
| 15 | مركز صحي المكيفته الاولى | المفرق | 1 | 1 |
| 16 | مركز صحي اصلاح وتاهيل ام اللولو الاولى | المفرق | 1 | 1 |
| 17 | مركز صحي ابن النفيس | المفرق | 1 | 1 |
| TOTAL | | | 17 | 17 |

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.

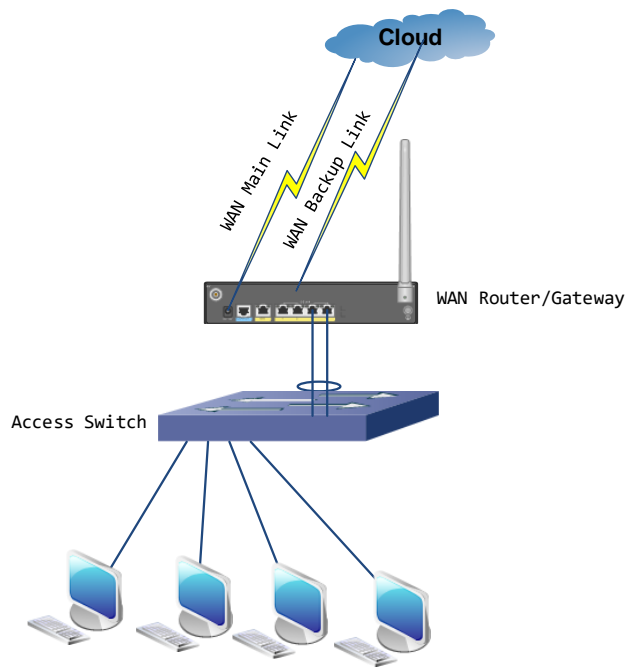
10. Submittals

The bidders' proposal shall include the following:

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

11. Solution Technical Specifications

11.1. Solution High-level Architecture



11.2. Network Router

Branch Router shall meet the following specifications:

1. Minimum four LAN Ports, one WAN port, and one serial port.
2. LAN speed ports are 100/1000 Mbps
3. WAN speed port is 100/1000 Mbps
4. Minimum Routing services forwarding 300 kpps.
5. Shall be a Rack mount or include a mounting kit
6. Shall support Policy-based routing
7. Shall support GRE Tunnels and Route-based VPN
8. Shall support Static and Dynamic routing, including BGP, OSPF, and RIP.

11.3. Network Switch

1.3.1. 24 Ports Network Switch

Interfaces

- 24 X 100/1000 Base-TX auto-sensing & auto-negotiating ports.
- Minimum 4 X SFP/SFP+ ports
- Provide a stacking (virtual switch) feature to increase the performance and HA.

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 routings (static routing)
- SNMP v2c, and v3
- SSH v2, and Telnet.
- Port security.
- 802.1x authentication

Hardware

- Rack Mountable
- AC Power Supply, Fused UK power cord.

1.3.2. 48 Ports Network Switch

Interfaces

- 48 X 100/1000 Base-TX auto-sensing & auto-negotiating ports.
- Minimum 4 X SFP/SFP+ ports
- Provide a stacking (virtual switch) feature to increase the performance and HA.

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 and Telnet.
 - Port security.
 - 802.1x authentication
- Hardware**
- Rack Mountable.
 - AC Power Supply, Fused UK power cord.

12. Scope of Work

The scope of this document covers installing the network infrastructure solution based on the related standards. The scope of work shall include the following:

- The proposal shall include the delivery and installation of all the solution equipment on sites based on EHS requirements.
- Onsite installation for all the requested materials based on EHS requirements
- Perform any preparatory site visits and any related activities to insure the best deployment.
- Perform the Acceptance Test Procedure (onsite) and any corrective action to collect EHS acceptance.
- Perform preventive maintenance for the delivered solution based on two yearly visits during the warranty and support period.
- The bidder shall provide SLA within the contract to resolve the hardware and software issues that may arise during the contract period.
- Patching the copper, fiber, and power patch cords cables inside the cabinets is the bidder's responsibility.

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 classify as a tier one partner; 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 should have the same operating system.
4. Wireless and Wired providers shall be Leaders, challengers, or Visionary in the latest Gartner report for Enterprise

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.

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

Definitions:

- **Severity Level 1:** The site is down or there is a critical impact on End User's business operation.

- **Severity Level 2:** Operation is severely degraded or significant aspects of the 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 on End User's business operation.
- **Response time:** the time it takes to send back an acknowledgment 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 a 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 for 6 months (4H:22M:58S) | 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, developing all the required corrective plans, and

updating the design document and all the documentation required 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.

For Review Only NOT For Bidding

17. Technical Compliance Sheet

| # | Description | Comply (Yes/No) | Reference 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. | | |
| 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 mentioned in the technical term and condition section. | | |
| 6 | The bidder must be committed to all warranty and support points mentioned in the warranty and support section. | | |
| 7 | During the support and warranty period, the bidder shall be committed and meet all parameters mentioned in the service level agreement section | | |
| 8 | The mother company shall be from USA, Europe, or Japan. | | |



شركة الحوسبة الصحية

Electronic Health Solutions