



شركة الحوسبة الصحية

***Electronic Health Solutions***

***REQUEST FOR PROPOSAL***

***IP Telephony Solution System***

**RFP Reference Number: RFP-EHS-PROC-36-2023**

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## Transmittal Letter

**Date: 22-Oct-2023**

**Dear Sir / Madam,**

Electronic Health Solutions “EHS” is in the process of tendering “**RFP-EHS-PROC-36-2023**” for Supply, Installation, Configuration, Testing and Implementation of the IP Telephony Solution System – EHS Data Center in the following Sites:

| # | Site   | City  |
|---|--|-------|
| 1 | IP Telephony Solution System – EHS Data Center | Amman |

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](mailto: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.<br>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.

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 تعذر "المناقص الفائز بالعطاء" 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\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    | 22-Oct-2023 |
| 2. Questionnaire Session          | N/A         |
| 3. Proposal due date Closure Date | 9-Nov-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.

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" 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 3,000.00) Three Thousand 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 (6-8) 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 IP telephony solution (IPT).

## 8. Business Requirements

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

1. Install IPT solution as per EHS requirements
2. Provide continuous support for Hakeem IPT system

## 9. 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)

## 10. RFP Objective

The objective of this RFP is to perform technology refreshment for the existing IPT solution at EHS, the **current** components available within the existing IPT solution are:

1. Cisco Unified Communications Manager (Unified CM)
2. Cisco Unified Contact Center Enterprise
3. Calabrio recording system
4. Cisco IP phones
5. Cisco SIP Voice gateways

The detailed BOQ for the existing solution is available within “Annex 1”

The proposed **IPT solution** must include the following components:

1. IP PBX System
2. Contact Center System
3. Agents’ Screen Recording & Reporting System
4. IP Phones
5. All the servers infrastructure required for the proposed solution

## 1. Solution Technical Specifications

### 1.1. Solution High-level Architecture

The intended IPT solution shall be installed at EHS data centers in EHS and PHH (Prince Hamzeh Hospital), to cover HA and DR requirements, the bidder shall propose the solution architecture for the main, and DR Datacenters, and must considering HA requirement for the solution.

The bidders shall provide their responses to this RFP into two lots as below:

1. Lot one: IPT solution for main data center including all the requirement to provide the full functionality considering HA and as per the RFP technical requirement
2. Lot two: the additional IPT solution components that required to address DR requirements

### 1.2. IPT Solution Sizing Specifications

The intended solution must meet the following needs (required / Future expansion)

1. Number of Users: 150 / 500
2. Number of Contact Center Agents: 30 / 100
3. Concurrent Calls: 180 / 500
4. SIP Trunks: 20 / 100
5. Call Recording Storage: 1 TB / 2 TB
6. Video Recording: 10 TB / 20 TB

### 1.2.1. IP PBX System

#### 1. Telephony Features

- Call Routing, Forwarding, Monitoring
- Call Parking, Pickup, Recording
- Call Transfer
- Call Waiting
- Caller ID
- Conference Rooms
- Speed Dial
- Dial by Name
- DNIS
- DID (Direct Inward Dialing)
- DND (Do Not Disturb)
- DOD (Direct Outward Dialing)
- CID-based & DID-based Call
- Allowed/Blocked Number
- Concurrent Registration for IP Phones

#### Basic Call Handling features:

- Automatic Callback
- Distinctive ringing
- Call screening
- Hold
- Personalized ringing
- Tones
- Transfer
- Ring tone on transfer

#### Advanced Call Handling

- Call recording
- Call tagging
- Call waiting
- Coaching
- Intrusion
- Conferencing
- Conference Join
- Dial On Pickup
- Delayed Dial On Pickup
- Do Not Disturb
- Emergency 911 call
- Hunt Group Enable/Disable
- Inclusion
- Off Hook Station
- Pickup
- User Privacy



- Restrict Network Interconnect

#### Call Administration features

- Coverage to Operator
- Dial Emergency
- Dial plan
- Direct Inward Dialing
- Paging
- Transferable dial out privilege

## 2. Business Features

- IVR
- Queue
- Ring Group
- BLF Support
- Paging & Intercom
- Operator Panel
  1. Monitor Call Status (Inbound/Outbound)
  2. Monitor Presence Status (Extension, Ring Group, Queue, Parking Slot)
  3. Advanced Call Control
- Blocked & Allow Numbers
- Custom Prompts
- Distinctive Ringtone
- Music on Hold
- MOH Playlist & Streaming
- PIN List
- BLF Support
- Microsoft Active Directory Integration
- Hot Desking
- T.38 Fax
- Remote Extensions
- Business Hours & Holidays
- Emergency Number
- Emergency Notification
- CDR & Basic Reports
- Multiple DHCP options: DHCP Server, DHCP client.
- Integration with other systems (e.g., email, CRM).

## 3. Administration & Security

- Web-based Management Portal
- Graphical Dashboard
- Auto Provisioning
- Extension Directory
- Group & Organization
- User Role & Permissions
- Operation Logs
- Event Logs & Notifications
- Backup and Restore
- Troubleshooting tools / details

- Built-in SMTP Server
- Network Drive
- Remote Management
- Hot Standby
- Security
  1. SRTP & TLS Call Encryption
  2. Password Policy Enforcement
  3. Two-Factor Authentication (2FA)
- 4. Unified Communications**
  - Mobile Client (iOS & Android)
  - Desktop Client (Windows & MacOS)
  - Presence
  - Native Contact Management (Personal Contacts, Company Contacts)
  - Audio Conferencing
  - Computer Telephony integration
    1. Select & Dial with Hotkey on Desktop Client
  - Voicemail
    1. Voicemail Transcription
    2. Group Voicemail
    3. Voicemail to Email
  - Pop-up URL
  - Headset Integration
- 5. Quality of Service (QoS)**
  - QoS features to ensure high-quality voice and video calls.
  - Prioritization of voice and video traffic using Differentiated Services Code Point (DSCP) markings.
- 6. IP Phones Requirements:**
  - Support for a range IP phone models, including video-capable phones.
  - Compatibility with SIP-compatible endpoints.
  - High-quality voice codecs for clear audio (e.g., G.711, G.729).

### 1.2.2. Contact Center System

#### 1. Call Center

- Multi panel operator dashboard (Active calls, waiting calls, agents info, call statistics, etc. ...)
- Queue Callback for Reduced Call Abandonment
- Real-time Metrics on Wallboard
- SLA for Performance Measurement
- Insightful Call Center Reports
- Support for agent skills-based routing.
- **Scripting and Guided Workflows:** that guide agents through customer interactions with scripts, prompts, and predefined workflows to ensure consistency and compliance
- Agent dashboard that provides real-time information on call queues, waiting times, customer details, and other relevant metrics to help agents prioritize their tasks.

- **Agent Status Management** to set and manage agent status (available, busy, away, etc.) to ensure efficient workload distribution.
- **Quality Assurance Tools: Agent scorecards, evaluations, and coaching functionalities to monitor and improve agent performance.** (
  - Real-time monitoring and reporting.
  - Support for remote agents if needed.
  - support for detailed reporting and analytics.
  - Historical and real-time reporting on key metrics such as call volume, agent performance.
- 
- 2. **Multichannel Support:**
  - Multichannel ability to handle voice calls, email, chat, and social media inquiries.
  - Unified agent desktop for managing interactions across channels.
  - Omnichannel capabilities for a seamless customer experience.
- 3. **Help Desk Tools Integration**
  - Contacts Synchronization
  - Call Pop-up
  - Call Journal
  - Click to Call
- 4. **Interactive Voice Response (IVR)**
  - Advanced IVR system for automated call handling and routing.
  - Customizable IVR scripting and integration with contact center workflows.
  - IVR must be via GUI configured with advanced building modules
  - Unlimited IVR Tree
  - Must be able to provide multiple separate messages for people waiting in the Queue:
    1. As soon as they enter the Queue
    2. Queued message (set after a certain amount of time)
    3. Still Queued (2<sup>nd</sup> message to be played after a certain amount of time has passed from 1<sup>st</sup> Queued message)
    4. Ability to repeat 2<sup>nd</sup> Queued message every x seconds
    5. Ability to repeat 1<sup>st</sup> queued message if 2<sup>nd</sup> message is not used
    6. Ability to choose what to play to the caller between the message (hold music / silence / ringing)
    7. Ability to synchronize the messages announced to the users in order to save voice channels used
- 5. **Contact Center Reporting**
  1. Call Reporting must provide ability to trace all calls, customer journeys must be tracked, from the point of entry until the disconnection of the call, this should include durations and parties

2. Call Reporting should provide the capability to search call detailed records (CDRS)
3. Provides API for integration with other applications such as CRM and Service management tools
4. Full Statistical Reports (Live & Historical) for Inbound & Outbound Calls
5. The application should provide premade reports according to the best practices of the contact center for the common needs.
6. Must allow filtering calls by any event
7. Should provide the capability to schedule sending any number of reports to any number of users via e-mail
8. Role based security at which different users can be granted different permissions and Privileges
9. System should include ability to build custom reports

### **1.2.3. Call Recording and reporting System**

#### **1. Audio and Video Recording:**

- Record audio and video of service desk agent interactions with the clients.
- Compliance with regulations such as GDPR for recording and data retention.

#### **2. Storage and Retention:**

- Secure storage of recorded calls and videos.
- Configurable retention policies to meet compliance requirements and auditing.

#### **3. Search and Retrieval:**

- Advanced search capabilities / Multi criteria search for quick retrieval of recorded calls and videos.
- Support for metadata tagging and labeling.

#### **4. Reporting and Analytics:**

- Integration with all proposed solution's components for comprehensive reporting on call recording activities.
- Detailed insights into recorded call statistics and trends.

#### **5. Integration with IP Telephony:**

- Seamless integration with the IP telephony system via SIP trunks for automatic call recording.
- Ability to tag recorded interactions with relevant customer and agent information.

#### **6. Security and Compliance:**

- Strong encryption mechanisms for securing recorded data.
- Compliance with industry-specific regulations and standards for call recording and data protection

#### **7. Strong encryption mechanisms for securing recorded data.**

#### **8. Compliance with industry-specific regulations and standards for call recording and data protection.**

## 1.2.4. IP Phones

### 1. Basic IP Phone

- Support SIP
- Dual lines, 3-way conference
- Dual Gigabit ports, integrated PoE
- Dual position stand
- Supports English and
- Supports TLS/SRTP
- Network Time Synchronization
- Supports the following soft/hard keys:
  1. Contacts
  2. Call Log
  3. Headset
  4. Mute
  5. Transfer
  6. Conference
  7. Drop
  8. Loud Speaker

### 2. Advance IP Phone

- Support SIP
- Dual line, 3-way conference
- Support receiving Video call
- 4 Line keys on the main display with Dual LED (Green/Red)
- Minimum 1x4.3" main color display
- HD audio on speakerphone and handset
- Supports English
- Dual Gigabit ports, integrated PoE
- Dual position stand
- Supports TLS/SRTP
- Configurable via Web Interface
- Network Time Synchronization
- Supports the following soft/hard keys:
  1. Contacts
  2. Call Log
  3. Headset
  4. Mute
  5. Transfer
  6. Conference
  7. Drop
  8. Loud Speaker

### **3. Service Desk Agent Phone**

- Dual lines, 3-way conference,
- local phonebook, caller ID, call hold, call transfer
- Dual Gigabit ports, Integrated POE, with optional 5V power supply where PoE is not available
- Built-in RJ9 port for headset
- 4 Line keys on the main display
- Minimum 1x4.3" main color display
- Voice Message Waiting Indication
- Network Time Synchronization
- HD audio on speakerphone and handset
- Dual position stand
- Supports the following soft/hard keys:
  1. Contacts
  2. Call Log
  3. Headset
  4. Mute
  5. Transfer
  6. Conference
  7. Drop
  8. Loud Speaker
  9. Login button / Extension mobility

### **4. Service Desk Agent Phones' headset**

- Double Ear
- Adjustable Boom Arm, Bendable arms- 320-degree rotation for optimal positioning
- Flexible Headband
- RJ9 QD Cable
- Acoustic Shock Protection
- ECM noise- cancellation microphone
- Low sound pressure- Less than 118db
- Leatherette cushioned ear pad

## 11. Scope of Work

The scope of this document covers installing, configuring and testing the IPT solution. The scope of work shall include the following:

1. Conduct technical workshops with EHS technical team to develop the solution architecture, HLD, and LLD. The entire project's documentation must be approved by EHS.
2. Perform preparatory site visits and related activities to ensure the best deployment.
3. 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.
4. Install, configure, test, and document all offered BOQ according to EHS needs.
5. Integrate the existing system with the new IPT system, since some SIP voice getaways will stay function on the old system.
6. The bidder is responsible for integrating the proposed devices with any existing network devices and IP phones.
7. The bidder is responsible to upgrade and re-use any existing IP telephony solution that compatible with the new proposed solution, insuring the compatibility of the latest software version of the proposed solution.
8. Must follow EHS instructions in labeling all equipment and switches and put a description in the network devices configuration.
9. Patching the copper and fiber patch cords cables inside the cabinets is the bidder's responsibility.
10. Any extra materials or/and services required/requested by EHS to complete the project.
11. Hand-on on training for EHS 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 EHS Warehouse and the sites based on EHS requirements, including moving the materials to and within the sites.
14. Perform Acceptance Test Procedure (onsite) and any corrective action to collect EHS acceptance.
15. Perform preventive maintenance for the delivered solution based on four yearly visits during the warranty and support period.

## 12. 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 must be an authorized Partner of the mother company he represents in this bid; the highest two partnership levels are only accepted. The bidder must submit an up-to-date valid official letter/certificate from the mother company as part of the bidder's qualification documents. This condition is applied only on items that are not mentioned by brand name.

## 13. Bidders Qualifications

1. The bidder shall have at least five enterprise scale live installations for similar solution, each reference site must cover 100 users, the reference sites must include contact center solution.

## 14. Warranty and Support

1. The bidder shall offer a minimum of (5) years of onsite manufacture warranty.
2. The bidder shall offer a minimum of (5) years of 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 four yearly visits during the warranty and support period.

## 15. License

1. Provide the licenses of any/all features that require purchasing a specific license to enable and use. Further, describe how licenses are to be validated or enforced.
2. The vendor shall provide how solution licensing is deployed.
3. The Bidder shall supply EHS with required licenses in the name of EHS to access and use the Software supplied through this RFP.
4. All the licenses for the solution shall be perpetual; otherwise, the bidder shall provide the licenses for **five** years and provide the cost of licenses renewal for another **five** years. The solution financial evaluation will be based on the total cost of ownership for the entire solution's components for **ten** years.



## 16. End-of-Life and End-of-Sale Conditions

1. The equipment quoted by the bidder should not be declared as End of Life (EOL) or End of Sale (EOS) by the manufacturer, at the time of bidding.
2. The bidder must provide a 5-year lifetime letter of the solution from the vendor.

## 17. Service Level Agreement

Bidder must provide maintenance and support for hardware and software for a period of 60 months starting the date of the EHS's final acceptance of the complete works.

On-site labor and parts must also be included. The vendor's response will be measured and monitored using EHS's Service Management tool.

During the Maintenance period, the Bidder must provide the following:

1. Preventive maintenance program and provide preventive maintenance scheduled to visit every three months.
2. Health check report after every preventive visit, monthly support cases report, and Monthly meeting to assess the support cases and support procedures.
3. Support methodology and escalation matrix including contact details.
4. Manufacturer support for all components.
5. The Vendor is responsible for maintaining spare parts to meet the "availability" and "resolution time" targets at no additional cost.
6. The Vendor will provide workshops and/or on-site training if necessary or if requested by EHS.
7. The Vendor will support, configure and resolve problems whenever needed and/or if requested by EHS.
8. 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.
9. The Vendor is responsible for the following support service compliance points:
  - Firmware updates, patches, and new releases
  - Provide all related support and required preventive maintenance consultation.
10. Support 24/7 for any critical problem
11. Assistance to EHS staff for any configuration modification.
12. Perform minor and major software upgrades upon request by EHS
13. Handle all support requests submitted within or outside working hours without extra charges.
14. All Equipment, software, and Licenses should be covered back to back by Vendor support without any exception, and EHS should have access to these contracts.
15. Actively monitoring alarms, and security alerts, and taking actions according to the severity level of the incident.

### Incident Management

The Severity level will be determined and set by EHS upon opening each support case.

Incidents and issues covered by this contract are to be treated by the bidder according to the case severity based on the following resolution timeline:

- **Case Severity 1:** Functionality down or there is a critical impact on end-users business operations.

This request should be answered 24/7 with no additional cost for outside working hours. A team should be assigned to work on the issue until it is resolved.

- **Case Severity 2:** A certain functionality is severely degraded or end-users business operations are negatively impacted by unacceptable network performance.

This request should be answered 24/7. A team should be assigned to work on the issue until it is resolved.

- **Case Severity 3:** Functionality is impaired, although most business operations remain functional. This request will be handled only within working hours.

- **Severity Level 4:** Product Enhancement request or information is required on product capabilities, installation, or configuration. There is little or no impact on the End User's business operation

During the resolution of a problem, EHS engineers shall stay informed about the advancement of the resolution process.

Following the completion of any Service, Bidder will provide a report that will be reviewed and confirmed by both parties. The Report shall indicate the exact time at which an intervention began, the equipment that was serviced or replaced, the corrective measures that were taken, and the amount of time needed for the intervention from the manifestation of the problem until the functionality is restored.

For ensuring and maintaining full, safe, and enhanced performance, along with all required support and prevention procedures with the following targets:

| Severity Level | Response Time | Arrival On Site |
|----------------|---------------|-----------------|
| Severity 1     | 30 min        | 90 minutes      |
| Severity 2     | 1 hour        | 2 hours         |
| Severity 3     | 8 hours       | 8 hours         |
| Severity 4     | 12 hours      | 12 hours        |

- For the sites outside Amman, four hours will be added to the Arrival on-site mentioned above.
- Throughout the execution of the SLA, vendors should not rely on system redundancy as a permanent resolution
- **Response time:** the time it takes to send back an acknowledgment of an issue and commence the process of developing a resolution

#### 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 bidder will be subject to a 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 JD |            |            |            |
|---|----------------------------|------------|------------|------------|
|   | Severity 1                 | Severity 2 | Severity 3 | Severity 4 |
| Failed to achieve 99.999% 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         |

## 18. Technical Compliance Sheet

| #  | Description  | Comply (Yes/No) | Reference in the proposal |
|----|--|-----------------|---------------------------|
| 1  | The bidders shall propose a detailed BOQ for all the needed components and licenses in the technical proposal, and detailed prices in the financial proposal.                        |                 |                           |
| 2  | The bidders shall provide the model of the proposed IP phones in the technical proposal and the unit price of the IP phones and the Agent Phones' headset in the financial proposal. |                 |                           |
| 3  | The bidder proposal shall include all the submittals mentioned in the submittal section  |                 |                           |
| 4  | The delivered items must match the proposed technical specifications that mentioned in the solution technical specifications section.  |                 |                           |
| 5  | The bidder shall propose the quantities based on the BoQ table as mentioned in the Bill of quantities section.   |                 |                           |
| 6  | The bidder shall agree on all points mentioned in the scope of work section.   |                 |                           |
| 7  | The bidder shall be committed to all technical terms and conditions mentioned in the technical terms and condition section.  |                 |                           |
| 8  | The bidder must be committed to all warranty and support points that are mentioned in the warranty and support section.  |                 |                           |
| 9  | During the support and warranty period, the bidder shall commit and meet all parameters mentioned in the service level agreement section   |                 |                           |
| 10 | The bidder shall be committed to all technical terms and conditions mentioned in the bidders' qualifications section.  |                 |                           |

## 19. Annex 1 The existing IPT Solution

| Description   | Quantity |
|---|----------|
| UCSC-C240-M4S2  | 2        |
| CUCM Licenses: (VMware, System version: 12.5.1.16900-48)          |          |
| Enhanced  | 108      |
| Basic   | 25       |
| Essential   | 170      |
| UCCX Licenses: (Vmware, System version: 11.6.1.10000-51 (ES02-24) |          |
| Total IVR Port(s): 400  | 400      |
| Cisco Unified CCX Enhanced Seat(s): 25                            | 25       |
| Cisco Unified CCX Advanced Quality Manager Seat(s): 25            | 25       |
| Cisco 7821  | 25       |
| Cisco 7936  | 1        |
| Cisco 7861  | 36       |
| Cisco 7911  | 10       |
| Cisco 7942  | 2        |
| Cisco 7985  | 12       |
| Quality management administration 11.5.1.865                      | 1        |



شركة الحوسبة الصحية

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