



شركة الحوسبة الصحية

Electronic Health Solutions

REQUEST FOR PROPOSAL

***Virtualization servers and All-Flash SAN storage
for
Hakeem Main and DR Datacenters***

RFP Reference Number: RFP-EHS-PROC-26-2023

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Transmittal Letter

Date: 9-JAN-2024

Dear Sir / Madam,

Electronic Health Solutions “EHS” is in the process of tendering “**RFP-EHS-PROC-26-2023**” for Supply, Installation, Configuration, Testing and Implementation of the **Virtualization servers and All-Flash SAN storage for Hakeem Main and DR Datacenters.**

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 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.

For Review Only NOT For L

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 lies 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.

12. The bidder shall classify as a tier one partner; the bidder shall provide the required manufacturer's certificates or letters for his qualifications.
13. All HW components should be new, Original from the Vendor (all components should have original part number from the vendor), and vendor factory integrated.
14. The bidder shall provide the yearly cost of the vendor's support service for additional two years.
15. The bidder shall provide a local stock for spare parts to meet the SLA requirements.

4. RFP Guidelines

a. RFP Issuance & Submission

Event	Date
1. RFP distribution to vendors	9-JAN-2024
2. Questionnaire Session	N/A
3. Proposal due date Closure Date	25-JAN-2024

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" 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 7,000.00) Seven 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 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 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 Supply, Installation, Configuration, Testing and Implementation of virtualization servers and All-Flash NVME SAN storage in the following Sites:

#	Site	City
1	MOH Main Data Center	Amman
2	MOH DR Data Center	Amman

8. Business Requirements

The provided solution must handle the expected growth while delivering new levels of capacity, management efficiency, 99.9999% Storage availability, data security and integrity.

This solution must address the following business requirements:

1. Provide required equipment for two datacenters; Main and DR sites as per the RFP requirements
2. Provide 5 Year Vendor support for offered equipment.
3. Training and Knowledge Transfer for EHS team.

9. Submittals

The bidders' proposal shall include the following submittals. Each of the submittals must be on a separate section and must follow the below sequence:

1. Company Profile and References for similar projects
2. Project team details including engineers' certifications on the proposed solution
3. Proposed Solution Description, High-level design, and Detailed design
4. Compliance sheets (technical and financial).
5. Detailed BOQ (Item, Quantity, support duration)
6. Lifecycle for the proposed equipment (End of sale, end of support, end of life)
7. Data sheets for all items.
8. Installation method statement. (Installation approach)
9. Migration and Upgrade Plan (Where applicable)
10. Project Management Methodology
11. Project Implementation plan.
12. Training Plan
13. Standard Operation Procedure Manual
14. Service level agreement (SLA) based on EHS SLA Parameters

10. Solution Technical Specifications

Virtualization Servers

Qty = 10 (Five) Virtualization Servers per site is required with below technical specifications)	
Feature	Description
Form Factor	2 U Rack Mounted
Processor	2x Installed CPUs (Intel Xeon processor latest generation) each CPU should have minimum 32 CPU cores technology , memory upgradable to 4TB .
Memory	16x64 TB DDR5 4800MT/s
HDD	2*480GB SSD or better .
RAID Controller	Hardware RAID Controller, minimum 4GB Cache , supports all RAID levels RAID 0, 1, 1+0, and RAID 5,6 or better
I/O slots	Minimum of eight slots
NICs	Minimum of 8 x 10GbE (two cards) supporting Ethernet, and iSCSI including SFPs .
FC HBA	Minimum of 2 x dual 32Gb/s FC ports or better including SFPs
Power	Dual, Hot-plug, Redundant Power Supply (1+1) at full load .
Remote Management	IPMI Remote Access Controller with enterprise features installed and enabled from day one .
OS Support	<ul style="list-style-type: none">• Microsoft Windows 2016,2019,2022• Red Hat Enterprise Linux 8,9• Vmware 7,8
Cables	4 x 7 m LC to LC multi-mode fiber patch cord for front end connectivity. 4 x 7 m LC to LC multi-mode fiber patch cord for backend connectivity (server to SAN storage).
Support	Must include 5 years HW & SW Mother company 24x7 Support (Parts & Labor).
Brand/Country of origin	USA, Europe, or Japan Only

2. SAN Storage Technical Requirements

Qty = 2 (<u>One</u> SAN storage system per site is required with below technical specifications)	
Feature	Description
Architecture	All Flash End to End NVME Storage (Minimum Mid-Range storage)
Controllers	Two or more Redundant Active/Active controllers with redundant interconnectivity.
Protocols	FC, iSCSI, NVME/FC
Host Ports	Mix of 16/32Gb/s FC ports AND 10/25 Gb/s ports or better (minimum of 4x16/32 Gb/s FC ports per controller)
Controllers Cache	Minimum 384 GB total read/write Built in DRAM cache distributed on all controllers
Features	Snapshots, Replication, Thin provisioning, Global hot spare or equivalent technology , Historic & live performance monitoring, Deduplication and Compression or better data reduction technology with minimum (3:1) data reduction ratio. All features must be with unlimited capacity and enabled from day one , storage solution shall be expandable to 600 TB (Raw Capacity) without adding\changing extra storage controllers.
Management Software	<ul style="list-style-type: none"> The Storage Management software should be array-based and provide GUI / web-based management for workloads with complete Reporting features like LUN Usage, Empty free Space, etc... The Storage Management software should support QoS IO performance management enabled and licensed from day one. Storage system management shall have Software Security via SSL, user identification, and Access Control.
Monitoring Software	The Proposed Array must include monitoring features for online monitoring and Gather storage- system performance statistics, produces charts of the data identified, anticipate bottlenecks in the disk storage component, and provide information for load balancing and capacity planning.
Capacity	60 TB Usable capacity on SSD NVME drives(3D TLC drives) after using RAID 6 (or Better data protection technology) before compression and deduplication
LUNs	Storage array must be licensed to connect the maximum number of host supported by the storage (host group).
Rack Mount	The Proposed SAN Array must be Rack mounted and must be installed in Standard Rack
Availability	No Single Point of Failure on all storage components with 99.9999% availability
Industry Recognition	The vendor should be listed in the Leaders Magic Quadrant for Primary storage in 2022.
Support	Must include 5 years HW & SW Mother company 24x7 Support (Parts & Labor).
Brand/Country of origin	USA, Europe, or Japan Only

3. SAN Switches Technical Requirements

Qty = 4 (Two SAN Switches per site are required with below technical specifications)	
Feature	Description
Architecture/ Performance/ Availability:	<p>Minimum Dual SAN switches shall be configured where each SAN switch shall be configured with minimum of 24 active ports.</p> <p>Should be configured with 32 Gb short-wave SFP+ Transceivers.</p> <p>Should have auto-sensing 8, 16 and 32 Gb capabilities.</p> <p>Should provide enterprise-class availability features such as redundant and hot pluggable components like power supply and FAN.</p> <p>The switch shall provide Aggregate bandwidth up to 768 Gbit/sec end to end.</p>
Intelligent Networking:	<p>SAN switch shall support to restrict data flow from less critical hosts at preset bandwidths.</p> <p>It should be possible to isolate the high bandwidth data flows traffic to specific ISLs by using simple zoning.</p> <p>The Switch should be configured with Zoning and shall support ISL Trunking features when cascading more than two SAN switches into a single fabric.</p>
Support	Must include 5 years HW & SW Mother company 24x7 Support (Parts & Labor).
Brand/Country of origin	USA, Europe, or Japan Only

11. Scope of Work

The scope of this RFP covers installing the infrastructure systems based on the related standards and the best practices. The scope of work shall include the following:

1. The proposal shall include the delivery and installation for all items on sites based on EHS requirements.
2. Onsite installation for all the requested materials based on EHS requirements
3. Perform any preparatory site visits and any related activities to insure the best deployment.
4. The bidder shall provide SLA within the contract to resolve the hardware and software issues that may arise during the contract 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 shall classify as a tier one partner; the bidder shall provide the required manufacturer's certificates or letters for his qualifications.
3. All HW components should be new, Original from the Vendor (all components should have original part number from the vendor), and vendor factory integrated.
4. The bidder shall provide the yearly cost of the vendor's support service for additional two years.
5. The bidder shall provide a local stock for spare parts to meet the SLA requirements.

13. Warranty and Support

1. The bidder shall offer minimum of (5) years maintenance and support service; Maintenance and support service shall cover all supplied components.
2. During the warranty period, the contractor shall provide all required spare parts free of charge.
3. The warranty period covers support on site.
4. The bidder shall provide the support approach in the form of signed and stamped SLA, including the escalation matrix, support contacts and response time.

14. 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.

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

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

- Preventive maintenance program and provide preventive maintenance scheduled visit every three months.
- Health check report after every preventive visit, Weekly support cases report and Monthly meetings to assess the support cases and support procedures.
- Support methodology and escalation matrix including contact details.
- Manufacturer support for all components.
- The Vendor is responsible for maintaining spare parts to meet the "availability" and "resolution time" targets at no additional cost.
- The Vendor will provide workshops and/or on-site training if necessary or if requested by EHS.
- The Vendor will support, configure and resolve problems whenever needed and/or if requested by EHS.
- 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.
- 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.
- Support 24/7 for any critical problem
- Deploying new patches released by the manufacturer free of charge upon EHS's demand.
- Assistance to EHS staff for any configuration modification.
- Perform minor and major software upgrades upon request by EHS
- Handle all support requests submitted within or outside working hours without extra charges.
- Maintain a detailed inventory of all equipment, including running OS, Utilization, Configuration, etc...- This inventory should be shared with EHS Team on monthly basis
- 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.
- Actively monitoring alarms, and security alerts, and take actions according to the severity level of the incident.

Incident Management

Severity level will be determined by EHS upon opening each individual 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 critical impact to end-user's 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-user's 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 to 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 which 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 since the manifestation of the problem till functionality is restored.

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

Severity Level	Response Time	Arrival On Site (Main Site)	Arrival On Site (DR Site)
Severity 1	30 min	90 minutes	90 minutes
Severity 2	1 hour	2 hours	2 hours
Severity 3	8 hours	8 hours	8 hours
Severity 4	12 hours	12 hours	12 hours

- 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 acknowledgement 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 99.999% 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 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 99.99% 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



شركة الحوسبة الصحية

Electronic Health Solutions