Ministry of Digital economy and entrepreneurship
(MODEE)

Request for Proposal

Secure DNS
For Secure Government Network (SGN)

P.O.BOX 9903 AMMAN 11191 JORDAN

PROPOSAL DEADLINE: 2/10/2019
RFP NO: 17eGovt2019

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1 OVERVIEW:

The Ministry of Digital economy and entrepreneurship (MODEE) is soliciting proposals from local partners of the mother company for delivering, installing, configuring, and testing a DNS security solution and threat investigation dashboard for Secure Government Network. In addition, the winning bidder is required to provide the licenses, software and warranty along with its installation and configuration and support services for the solution for 36 months starting from the project preliminary acceptance.

The main objective of this project is to provides the SGN with first line of defense against internet-based threats, protecting the SGN users when they connect using any device, in any place, at any time and providing full visibility for users have left the perimeter and internet activity across all devices for the operation center team.

The winning bidder will be responsible for successful delivery of the project within specified timeframe. The winning bidder has to carry out agreed tasks and achieve desired goals and requirements, so the project is managed efficiently and effectively.

Details for all of the above items are illustrated under Section 3: Scope of work. Responses to this Request for Proposal (RFP) must conform to the procedures, format and content requirements outlined in Section 4 of this RFP. Deviation may be grounds for disqualification.

2 RFP ORGANIZATION

This RFP document provides the information needed to enable bidders to submit written proposals for the sought services. The organization of the RFP is as follows:

Section 1: OVERVIEW

This section outlines the RFP's purpose and the related projects.

Section2: RFP ORGANIZATION

Section 3: SCOPE OF WORK

This section defines the requirements, scope of work, and deliverables for the required scope presented in this RFP.

Section 4: ADMINISTRATIVE PROCEDURES AND REQUIREMENTS

This section describes the administrative rules and procedures that guide the proposal and its processes.

Section 5: ANNEXES

3 SCOPE OF WORK

The SGN network includes (123) Geographical Sites that contain (123) Child Domains. Each Entity is represented through its own child domain, whereas the forest's parent domain (Gover.Local) is hosted at the eGov Ops Center, and is being operated by the OPS Center Team. The endpoints for each entity are residing behind a separate Network Address Translation (NAT).

The scope of this RFP is to provide the SGN with first line of defense against internet-based threats, protecting the SGN users when they connect using any device, in any place, at any time, and provide **the OPS Center with visibility at entity level (NAT IP)** plus investigation capability that provide view of an attacker's infrastructure.in addition to that, the bidder should enable the **visibility at endpoint level** for five government entities selected by MODEE. Local administrators in government entities should be able to manage DNS functionalities. However, the administrators in OPS should be exclusively authorized to manage the security policies of all entities.

Important Notes:

- There are certain activities to be performed and deliverables to be provided by winning bidder during execution of the Project. More detailed information on each of them is given in the next paragraphs.

- Provide licenses, warranty software, support and maintenance if needed for, at minimum, all items mentioned in your technical proposal including hardware, software and licenses for 36 months starting from the date of preliminary acceptance.

- The winning bidder shall provide such deliverables and support. The cost of these requirements or activities should be included in the fixed lump sum price submitted by the winning bidder.

- Final deliverables submitted by the bidder should be attached to an original official letter properly bounded, stamped and signed by the bidder as shall be defined and approved by MODEE.

- The duration time for the project will be **60 calendar days**.

- Bidder should abide to all terms of SLA agreement in Annex 5.4

- Provide the licenses for 3 years starting from the date of preliminary acceptance.

- Perform Acceptance Test Procedure (onsite) and any corrective action to collect MODEE acceptance

3.1 Component 1: System Deployment

Winning Bidder Activities

The winning bidder must perform the following activities beside any additional related activities needed for the successful implementation of the project and its cost shall be included in the fixed lump sum price submitted by the bidder:

- Procure, deliver, install, configure, integrate and test the components listed in your technical proposal, along with related software functionalities\features and licenses and the following quantities:
  - 20,000 internet users should be supported
  - 5 threat investigation dashboard /users
  - Three years licenses, warranty and support

- High and Low Level Design Documents (HLD/LLD) for the Solution insuring high availability and scalability.

- Configure the solution using the current internet infrastructure.

- Enable **the Visibility at entity level (NAT IP)** for Ops center.

- Perform the required integration with AD and configure five policies per AD user/Group.

- Implementation of Internal Networks for Guest and testing

- Implementation of Roaming Client for Roaming Laptops and testing

- Enable the **IP visibility at endpoint level** for **five government entities** selected by MODEE, provided that all needed servers and computing resources in Government entities are provided by MoDEE

- Determine and configure all internal domains to ensure uninterrupted access to the internal resources.

- Test the connection of the new installed equipment /software and make sure that they are discoverable through Ops center Network.

- Pass the security and acceptance test and gain MoDEE's approval.

Technical proposal requirements

The bidder is required to provide the following information in the technical proposal in relation to the System delivery:

- Compliance sheet to list of activates and system requirement on section 3.1
- Proposed Secure deployment design for the scope of this RFP. Security should include all TCP/IP layers in addition to user access and logging/auditing.
- Provide details regarding the main functionalities of the solution
- Describe the approach of handling the internal domain request
- Describe the approach of enabling the visibility **at entity level** (NAT IP) for OPS administrators

- Describe the approach and **design for enabling the internal IP visibility at each entity on endpoint level**
- Propose Secure deployment and design that provide full visibility for the OPS center on all entities ,the design should show:
  - The flow of the query from the endpoint to the virtual appliance to the entity local DNS to the entity firewall to the parent DNS until it reach the main DNS and how everything connects to each other
  - The security of the flow until it reaches the main DNS.
- Provide the minimum computing resources needed in each entity to support the end-point-visibility feature.
- Bidder's eligibility requirements as requested in Section:4

Financial proposal requirements

  The bidder is required to provide the following information in the financial proposal

- List all costs associated with Solution Design, implementation and documentations.
- List of cost for all hardware, software and licenses for the proposed solution.

Deliverables:

- All Items on BOQ installed, configured, integrated and tested along with related software functionalities/features
- High and Low Level Design Documents
- documentation covering all aspects of the project, including but limited to user manuals, operations manual and configuration guides

3.1.1- Solution requirements

Below is the list of features and capabilities that should be provided by the proposed Solution unless stated otherwise; provide details of the proposed features where needed.

Feature Description	Comply (Y/N)	Comments
The solution must use Agentless option with a virtual appliance that embeds client IP into DNS queries.		
The offered solution must use the existing internet infrastructure.		
The offered solution should provide visibility on host level		
The solution should have the ability to protect the roaming devices. If any agents/clients should be used they have to be Lightweight Endpoint Clients		Elaborate on how your solution supports this feature and how deployment and BoQ are affected.

without any additional physical hardware		
Provide predictive intelligence based on vendor's global resolvers/sensors around the world.		Kindly mention number of resolvers. And period needed to update your solution with threat intelligence findings.
Behavioral analysis should be provided on both: 1. Endpoint-based. 2. Network-based		Elaborate in the technical proposal on how your solution supports this feature and effect on deployment scenario and BoQ.
The ability to manage multiple government entities through a single instance of the screen.		
The vendor's network used to deliver the DNS security service must have experienced an uptime of at least 99.9% over the last 10 years.		Provide all supporting evidences
The ability to apply multi-tenancy among SGN entities, where every entity admin has local administrative rights to their DNS functionalities only. No control on policy or security settings of Secure DNS should be granted to local entity admins.		
providing visibility for users and apps have left the perimeter and internet activity across all devices on all entities for the operation center team		
The solution must provide high availability for the DNS service on both entity level and data center level.		
Provide Visibility of endpoint IP address in each entity to the operation center		
Have the ability to prevent and Blocks the following : - Malwares, regardless of the		

specific ports or protocols used by the malware i.e. ports other than http and https. - Command and Control callbacks, - Phishing site, - exploit kits, - ransom ware - botnets - crypto mining		
Detect and stop ransom ware encryption and data exfiltration		
Have the ability to prevent and Blocks malware used for both targeted and opportunistic attacks.		
Detect and block suspicious DNS requests that return dynamic dns requests or non-internally-routable IP addresses.		
Contain the pre-existing infections by blocking the DNS requests towards command and control infrastructures		
Provide visibility and reporting per internal network, government entity, AD user and IP address		
Uses predictive intelligence techniques like WHOis correlation ,DGA , fast flux detection		
Consume threat intelligence from the vendor facilities that serve the DNS requests		
The analysis algorithms must make use multi-layer predictive detectors. Kindly mention the used detectors. Solutions using blacklists only are not admitted.		
Support defining web filtering policy independently from the security policy.		

Provide capability of defining whitelists and blacklists that overwrite security and web filtering policies.		
Integrated and detailed reporting		
Offer several deployment options such as an internal virtual forwarder, pointing the forwarder of the existing authoritative DNS to the offered DNS service, pointing the DNS configured on the Internal Proxy to the offered DNS service, or also an agent on the endpoint, without any additional physical hardware		
Offer policy definition for different users based on IP, network, active directory attributes or per user.		
The proposed solution should: - encrypts DNS traffic thus stopping any man in the middle attack on the DNS layer by many techniques like encrypting DNS traffic, please elaborate on Man-in-the-Middle protection - Encrypting all databases and stored data - restricting access based on location, IP addresses and role		
The ability to block access to content not in compliance with policy		Elaborate on approach and techniques
Ability to define internet access policy per user		
Forward the blocked connection to an internal URLs		
The events related to all the DNS queries analyzed must appear in real time		
Support various filters on queries, like date, time, user, URL, type or attack, destination and source IP		
The dashboard must be able to show the		

global DNS activity on each configured site, identifying in real time the targeted attacks comparing the local DNS traffic to a specific domain with the worldwide DNS traffic for the same domain.		
The dashboard must show an overview of all the traffic of the local organization, with the ability to identify the prevented infections, the contained infections, and the blocks due to the web filtering policy.		
All the reports must be exported in csv format or scheduled to be sent via email.		
All the activities made by administrators must be logged inside an Admin Audit Log Report		
The management interface must support 2 Factor Authentication mechanisms for the administrators, such as, for instance text messages or Google Authenticator. It should also support SAML V2.0 integration with SSO provider.		
Data-Exfiltration & Infiltration protection (over DNS-Query).		
DNS Tunneling protection capability and the Ability to block call back attempts to C&C using highly curated threat intelligence with minimum false positives.		
Real-time Threat Analytics with Machine Learning capabilities on DNS traffic		
Provide DNS protection for VPN remote access clients		describe the approach
The ability to apply multi-tenancy on Secure DNS solution among SGN entities, where every entity admin has local administrative rights and to their version of Secure DNS. Administrators of other entities should not be capable to view data or configure policies of other government entities.		Elaborate in the technical proposal on how your solution supports this feature and effect on deployment scenario and BoQ.

Support role-based access, where different roles can be defined such as super/root admin, entity admin, reporting user, view-only user, auditor		Elaborate in the technical proposal on how your solution supports this feature and effect on deployment scenario and BoQ.
The solution should support integration with other security solutions like SIEM, WAF, Firewall, endpoint security, sandboxing solutions, threat analysis solutions. All integrations should use APIs		Bidder should include integration requirements in the proposal and include integration cost in the support requirements, SLA and cost per one integration exercise,(**separately**)
The solution should support setting quota for government entities in terms of number of users, so that each entity cannot exceed the quota assigned to it.		Elaborate in the technical proposal on how your solution supports this feature and effect on deployment scenario and BoQ.
Provide customizable the blocking page for each policy entry. The customization must include the ability to define a custom text message or picture.		

3.2 Component 2: Operations Support & Maintenance

Winning Bidder Activities

In order to execute "Operations Management" component of this project, the winning bidder is required to perform the activities mentioned below for 36 months after obtaining the preliminary acceptance, noting that any additional related activities needed for the proper functioning of the system should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the winning bidder:

- Assign a contact person / account manager to be responsible during the support and maintenance period of this contract.
- Provide support and maintenance services for software and hardware on 24x7 basis for the implemented solution by a team which possesses the proper knowledge and proven experience.
- Ensure the availability of educated resources at the local partner to provide on-site support.
- Issue a service report after each and every site visit registering the reported incident, its root cause and the followed procedures for issue(s) successful resolution including the taken and/or suggested recommendations and measures that shall prevent such incidents / issues from reoccurring in the future.
- Comply with the service level requirements defined by the OPS Center and as shown in Annex 5.4 of this document.
- Provide communication channels to enable MODEE to report incidents that should be tracked and monitored till final resolution by the winning bidder, and keeping MODEE informed about the status for these incidents
- Assign a hot line number to be used for reporting Severity 1 (Urgent) incidents (Refer to Annex 5.4)
- Provide a ticketing system that records all reported incidents and that can be accessed by MoDEE and generated various incident reports.
- Provide a proof for obtaining the back-to-back support from mother company of the proposed solution for the whole duration of the support and maintenance for both hardware and software
- Applying the latest fixes, patches and required upgrades (major and minor) to the installed software during the support and maintenance period (if required) while ensuring system"s integrity, reliability, conformity and normal operation for all system features including the content.

Technical proposal requirements
The bidder is required to provide the following information in the technical proposal in relation to this component:

- Provide bidder"s methodology of providing the support and maintenance services required in this RFP.
- Demonstrate the technical capability for the team who will be in charge for maintaining and supporting the solution, by providing the team qualifications and number of people who will be dedicated for supporting and maintaining the installed platform
- Provide the appropriate escalation matrix and procedures (with contact details for concerned parties) that guarantees performing corrective measures in case needed and in actions within a guaranteed manner.
- Propose the Software Update Management Procedure, i.e. a proven approach for software patches, hot fixes and minor upgrades (if the need may be) for the proposed solution.

Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to the "Operations Management" component:
-   List all costs associated with the Operations Management component.

Deliverables
-   Service reports for all reported and resolved incidents signed by a representative from the eGov Ops Center
-   List of all fix"s, patches and upgrades implemented during the support and maintenance period.
-   Fixed and resolved outcomes of heath check (if needed).

3.3 Component 3 – Knowledge Transfer and Training

Winning bidder activities

In order to provide Knowledge Transfer and Training the winning bidder is required to perform the activities mentioned below:

- Provide Onsite knowledge transfer and handover activities about hardware installation and software configuration for Ops engineers from the Ops center team.

- Conduct official professional training courses of all components of the proposed solution, taking into consideration:
    - Training courses should be provided by certified official instructors.
    - Training should be provided for eight (9) engineers from MODEE.
    - Training should cover the administration, operation and troubleshooting of proposed solution.

- Training venue for training and all needed PCs and equipment for training purposed will be the responsibility of the winning bidder.

- Provide training handout material, materials should include related links and videos.(soft and hard copies for all attendees)

Technical proposal requirements

- Describe bidder's qualifications in training including references and CV's of trainers
- Describe strategy and approach, including tools knowledge transfer and training
- Describe strategy suggested for Training plan, describing and listing the proposed training sessions, session duration, Venue and Materials.

Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to the Knowledge Transfer, and Training:
- List all costs associated with training and Knowledge including attendance fees, official training kit, and certificate of attendance.

Deliverables

The winning bidder is required to provide the deliverables mentioned below, and its cost should be included in the fixed lump sum price submitted by the bidder:
- Knowledge transfer and training plan
- Training courses conducted, material and certificates delivered to trainees

3.4 Component 4: Project Management

The Ministry of Digital economy and entrepreneurship is following the PMI standards for managing projects and as per the PMI best practices.

In order to provide Project Management Services, the winning bidder is required to perform the project management processes in addition to the activities mentioned below, noting that any other related activities and processes needed for the proper functioning of the project implementation should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder:

- Appoint a designated Project Manager (full-time for the contract duration) to oversee the project execution together with project teams to execute all designated tasks and activities.
- Develop a Project Plan, including project objectives and success criteria, deliverables, role/responsibilities, communication protocols, document control methodology, cost management, schedule management, quality management plan and any needed project plan.
- Develop and maintain the overall project schedule, and review and verify the integration of the project team's activities & deliverables.
- Develop project implementation strategy based on the needs and priorities of the business owner that will ensure stakeholders buy-in and creates the needed impact at the different stages of the project.
- Develop a project plan that will determine and ensure the attainment of all project objectives through the proper prioritization and dependency consideration of different project activities.
- Work with MODEE and its stakeholders to come up with solid rational for phased approach of the project implementation plan.
- Ensure close cooperation with Project team as well as the service provider and dependencies representatives.
- Schedule and conduct on-site bi-weekly progress meetings involving the project team. Meeting Minutes will be recorded and distributed, including an outstanding action Item Log, detailing the status of key decisions, responsibility and required timing.
- Conduct periodic progress (steering committee) meetings with MODEE and all stakeholders' representatives at least once a month. Provide and maintain a full and comprehensive plan that covers all project management knowledge areas (i.e., time, scope, quality, HR, communication, risk, etc.)
- Develop project organization structure to underline all possible resources needed from engaged parties including their roles and responsibilities as well as their involvement at different stages of the Project
- Establish and execute a process for reporting project progress including deadlines; delays, issues and critical paths to ensuring deliverables are met within resource constraints
- Establish and execute a process for project risks and issues management and mitigation
- Implement submission, key performance indicators and acceptance procedures for approving project deliverables
- Close the project and document lessons learnt.
- Provide the following Deliverables:
  - Project kick-off presentation (in English and Arabic)
  - Project implementation strategy that shows the rationale behind the chosen phase implementation approach
  - Project management documentation that will cover the plans, listed below but not limited to:
    - o Project Charter
    - o Project plan (WBS, Detailed project schedule, milestones and project deliverables).

- o Stakeholder management plan including project organization structure and roles and responsibilities
- o Communication management plan (Scheduled project status and progress reports).
- o Quality management plan
- o Risk management plan
- o Requirements tractability matrix
- o Deliverables acceptance Plan
- o Change Management plan
- Issues and risk logs
- Bi-Weekly and monthly Status and progress reports
- Project closing presentation (in English and Arabic), if needed.
- Project conclusion document outlining work completed, lessons learned and recommendations for "next steps" (in Arabic).

4 ADMINISTRATIVE PROCEDURES AND REQUIREMENTS

4.1 Eligible Bidders

Bidders eligible for this tender should be:

- Partner for the proposed solution vendor. A valid partnership certificate, of golden level or equivalent, should be attached to the technical proposal.
- Should demonstrate at least 2 relevant projects in providing similar implementation projects. These services must be performed by the bidder during the last 5 years.

Documents to prove the eligibility according to the first condition should be submitted before purchasing the tender documents.

4.2 RESPONSE PROCEDURES

All inquiries with respect to this RFP are to be addressed to Tenders department in writing by mail, e-mail or fax with the subject "Secure DNS for SGN". Inquiries can only be addressed to [17eGovt2019@modee.gov.jo] by [23/9/2019]. Responses will be sent in writing no later than [25/9/2019]. Questions and answers will be shared with all Bidders' primary contacts.

4.3 RESPONSE FORMAT

The response to this RFP is subject to the general rules applied for responding to government tenders.

Bidders' written response to the RFP must include:

Part I: Technical and Corporate Capability:

A. Corporate capability statement.

Corporate capability statement should include the following:

- A summary of the organization's capabilities, including previous experience in similar projects during the last 5 years. Minimum 2 projects is required.
- A list of the clients highlighting any potential conflicts of interest.

Important Note:

1) **Bidders must detail the description about Scope, size and year for each project according to the below template**

Project Name	
Start date	
End date	
Project size and integrated systems	
Project components	

Client contact ncir and email	

B. Technical Proposal

The technical proposal shall include the approach to achieve the scope of work defined in this RFP and delivering each of the major components as specified in the Scope of Work and Deliverables section.

In order for the evaluation to progress quickly and effectively, bidders are requested to provide Part I of their proposal in the following format:

- Section 1: Introduction: Including the bidders understanding of the terms of reference, scope of work and necessary skills, and company profile.
- Section 2: Executive Summary: An overview of the main points contained in the proposal with references to sections where more detailed discussion of each point can be found.
- Section 3: Compliance sheet showing all Items described in the Scope of Work and system features on section 3.1.1 beside any additional related activities needed for the successful implementation of the project
- Section 4: Project Approach and Implementation Methodology to achieving the scope of work defined in this RFP and delivering each of the major components as specified in the Deliverables section..
- Section 5: Work plan and duration (implementation plan): The work plan and duration for the overall work (from project kickoff date till the Final delivery date), including any dependencies between the separate items in the scope.
- Section 6: Track Record: The bidders' track record of undertaking similar projects both in size and nature, and references of suitable clients with contacts information (name, title, and phone). Minimum three projects are required during the last five years.
- Section 7: CV's of Project Staff Format of any proposed team and description of each staff role and their relevant experience, brief CVs of the team who will work on the project (all detailed CVs will be included in an Appendix) The bidder should also indicate the availability of the proposed staff and their area of competency.

Part II: Financial proposal

The financial proposal must include the unit prices (rates) for each item identified in Annex 5.6..

The financial proposal must provide the lump sum prices for all technical activities and professional services mentioned in section 3 (Scope of Work), where the cost of each activity should be clearly identified including: training, warranty, maintenance and support for 36 months after the preliminary acceptance of the project and any other tasks included in the project scope.

The supporting detailed cost analysis should provide a breakdown and details of the financial including cost for hardware/software, etc. The daily rates and expenses for any project staff should be included separately, along with the time for which they will be required.

The financial offer should be inclusive of the General Sales Tax and all applicable fees and taxes

- **على الفريق الثاني ان يشمل سعره الضريبة العامة على المبيعات بنسبة(16 %) الا اذا كانت الشركة خاضعة للضريبة العامة على المبيعات بنسبة (0)% (بموجب كتاب رسمي من هيئة الاستثمار يرفق مع العرض المالي) يتم عكس هذه النسبة على السعر المقدم من قبلها .**

- **في حال عدم توضيح الضريبة العامة عل المبيعات على السعر المقدم من قبل الشركة يعتبر سعر الشركة شامل للضريبة العامة على المبيعات بنسبة 16 %.**

Part III: Bid Security

This part includes the original Bid Guarantee.

4.4 RESPONSE SUBMISSION

Bidders must submit proposals to this RFP to MODEE no later than 2:00 PM on 2/10/2019 (Jordan Local Time).

P.O.Box 9903
Amman 11191 Jordan
Tel: 00962 6 5805642
Fax: 00962 6 5861059

Proposals should be submitted as 3 separate parts each part in a separate well-sealed and wrapped envelope clearly marked, respectively, as follows:

- **Part I** "**Secure DNS for SGN"- Technical Proposal**". This part (envelope) should contain 3 hard copies (1 original and 2 copy) and 1 softcopy (CD) [in Microsoft Office 2010 or Office 2010 compatible formats].
- This part should not contain any reference to cost or price. Inclusion of any cost or price information in the technical proposal will result in the bidder's proposal being disqualified as irresponsive.
- **Part II "Secure DNS for SGN"- Financial Proposal".** This part (envelope) should contain 3 hard copies (1 original and 2 copy) and 1 softcopy (CD) [in Microsoft Office 2010 or Office 2010 compatible formats].
- **Part III** "**Secure DNS for SGN"– Bid Bond**" This part (envelope) should contain 1 hard copy. This part should not contain any reference to cost or price. Inclusion of any cost or price information in the technical proposal will result in the bidder's proposal being disqualified as irresponsive.

Note: Each CD should be enclosed in the relevant envelope. Late submissions will not be accepted nor considered and in case of discrepancy between the original hard copy and other hard copies and/or the soft copy of the proposal, the hard copy marked as original will prevail and will be considered the official copy. Proposals may be withdrawn or modified and resubmitted in writing any time before the submission date.

Regardless of method of delivery, the proposals must be received by MODEE no later than 2:00 PM 2/10/2019 (Amman Local Time). MODEE will not be responsible for premature opening of proposals not clearly labeled.

4.5 RESPONSE EVALUATION

All responses to the RFP will be evaluated technically and financially and the winning proposal will be selected on the basis of "best value" in terms of technical superiority as well as cost effectiveness. Technical and financial proposals shall be reviewed by the Special Tendering Committee at the Ministry of digital economy and entrepreneurship (MoDEE) evaluated in accordance with the following procedure:

The overall proposal will be evaluated according to the following criteria:

- Overall Technical Proposal 70%

- Overall Financial Proposal 30%

- The overall bidder's mark will be calculated as follows:

> (30* least value of financial proposals) / bidder financial proposal value + (%70*bidder technical mark)

Technical proposal will be first evaluated according to the following criteria:

- References in similar projects: Minimum two projects in the past four years (20.00%).

- Staff Qualifications and Experience (20.00%): the team should be composed of the following titles besides any specialty as per the project requirements; Bidder must propose separate and dedicated CVs for each role:

  - Project manager certified PMP or equivalent with five years experience
  - Solution specialist – certified administrators and troubleshooters for the offered solution with 5 years' experience in similar solutions.
  - Network Engineer – with 5 years practical experience. CCNP certified
  - Trainer who had delivered similar training courses before and is certified in administration of the proposed solution with three-years-experience.

- Compliance Sheet and correspondence to the RFP requirements (60%):

  - Compliance with system features as described in component 1 of this RFP. Not complying with in section 3.1.1 : System Features **MAY** result in disqualifying the bidder's proposal. (30%)
  - Technical proposal requirement in each component (30%)

4.6 FINANCIAL TERMS

Bidders should take into consideration the following general financial terms when preparing and submitting their proposals:

- All prices should be quoted in Jordanian Dinars inclusive of all expenses, governmental fees and taxes, including sales tax
- The type of contract will be a fixed lump sum price contract including costs of all expenses incurred
- A clear breakdown (table format) of the price should be provided including price for consulting time, other expenses, etc.
- The bidder shall bear all costs associated with the preparation and submission of its proposal and MODEE will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the proposal process.

- The bidders shall furnish detailed information listing all commissions and gratuities, if any, paid or to be paid to agents relating to this proposal and to contract execution if the bidder is awarded the contract. The information to be provided shall list the name and address of any agents, the amount and currency paid and the purpose of the commission or gratuity.
- The Bidder shall submit a (Tender Bond) proposal security on a form similar to the attached format in Jordanian Dinars for a flat sum of (14,000 J.D) fourteen thousands Jordanian Dinars (in a separate sealed envelope. The bond will be in the form of a bank guarantee from a reputable registered bank, located in Jordan, selected by the bidder. The bidder shall ensure that the (tender bond) proposal security shall remain valid for a period of 90 days after the bid closing date or 30 days beyond any extension subsequently requested by the tendering committee, and agreed to by the bidder.
- Any proposal not accompanied by an acceptable proposal security (tender bond) shall be rejected by the tendering committee as being non-responsive pursuant to RFP.
- The proposal security of the unsuccessful bidders will be returned not later than 30 days after the expiration of the proposal validity period.
- The winning bidder is required to submit a performance bond of 10% of the total value of the contract within 14 days as of the date of award notification letter.
- The proposal security of the winning bidder will be returned when the bidder has signed the contract and has furnished the required performance security.
- The proposal security may, in the sole discretion of the tendering committee, be forfeited:

  - If the bidder withdraws its proposal during the period of proposal validity as set out in the RFP; or
  - In the case of winning bidder, if the bidder fails within the specified time limit to sign the contract; or furnish the required performance security as set out in the contract.

- The winning bidder has to pay the fees of the RFP advertisement issued in the newspapers.
- MODEE is not bound to accept the lowest bid and will reserve the right to reject any bids without the obligation to give any explanation.
- Bidders must take into consideration that payments will be as specified in the tender documents and will be distributed upon the winning submission and acceptance of the scope of work and of the deliverables and milestones of the scope of work defined for the project by the first party.
- MODEE takes no responsibility for the costs of preparing any bids and will not reimburse any Bidder for the cost of preparing its bid whether winning or otherwise.

4.7 LEGAL TERMS

Bidders should take into consideration the following general legal terms when preparing and submitting their proposals:

- The proposal shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. The latter authorization shall be indicated by duly-legalized power of attorney. All of the pages of the proposal, except un-amended printed literature, shall be initialed by the person or persons signing the proposal.

- Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory(ies) to the proposal.

- The bid shall contain an acknowledgement of receipt of all Addenda to the RFP, the numbers of which must be filled in on the Form of Bid attached to the Arabic Sample Agreement

- MODEE requires that all parties to the contracting process observe the highest standard of ethics during the procurement and execution process. The Special Tenders Committee will reject a proposal for award if it determines that the Bidder has engaged in corrupt or fraudulent practices in competing for the contract in question.

Corrupt Practice means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution

Fraudulent Practice means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of MODEE, and includes collusive practice among Bidders (prior to or after proposal submission) designed to establish proposal prices at artificial non-competitive levels and to deprive MODEE of the benefits of free and open competition.

- No bidder shall contact MODEE, its employees or the Special Tenders Committee or the technical committee members on any matter relating to its proposal to the time the contract is awarded. Any effort by a bidder to influence MODEE, its employees, the Special Tenders Committee or the technical committee members in the tendering committee's proposal evaluation, proposal comparison, or contract award decision will result in rejection of the bidder's proposal and forfeiture of the proposal security

- The remuneration of the Winning Bidder stated in the Decision of Award of the bid shall constitute the Winning Bidder sole remuneration in connection with this Project and/or the Services, and the Winning Bidder shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Winning Bidder shall use their best efforts to ensure that the Personnel, any Sub-contractors, and agents of either of them similarly shall not receive any such additional remuneration.

- A business registration certificate should be provided with the proposal

- The laws and regulations of The Hashemite Kingdom of Jordan shall apply to awarded contracts.

- MODEE takes no responsibility for the costs of preparing any bids and will not reimburse any bidder for the cost of preparing its bid whether winning or otherwise.

- If the winning bidder is an international company, it must provide a local representative or a local partner in Jordan.

- Bidders must review the Sample Arabic Contract Agreement provided with this RFP and that will be the Contract to be signed with the winning bidder. Provisions in this Sample Arabic Contract Agreement are not subject to any changes; except as may be amended by MODEE before tender submission; such amendments are to be issued as an addenda.

- Proposals shall remain valid for period of (90) days from the closing date for the receipt of proposals as established by the Special Tenders Committee.

- The Special Tenders Committee may solicit the bidders' consent to an extension of the proposal validity period. The request and responses thereto shall be made in writing or by fax. If a bidder agrees to prolong the period of validity, the proposal security shall also be suitably extended. A bidder may refuse the request without forfeiting its proposal security; however, in its discretion, the Special Tenders Committee may cease further review and consideration of such bidder's proposal. A bidder granting the request will not be required nor permitted to modify its proposal, except as provided in this RFP.

- MODEE reserves the right to accept, annul or cancel the bidding process and reject all proposals at any time without any liability to the bidders or any other party and/withdraw this tender without providing reasons for such action and with no legal or financial implications to MODEE.

- MODEE reserves the right to disregard any bid which is not submitted in writing by the closing date of the tender. An electronic version of the technical proposal will only be accepted if a written version has also been submitted by the closing date.

- MODEE reserves the right to disregard any bid which does not contain the required number of proposal copies as specified in this RFP. In case of discrepancies between the original hardcopy, the other copies and/or the softcopy of the proposals, the original hardcopy will prevail and will be considered the official copy.

- MODEE reserves the right to enforce penalties on the winning bidder in case of any delay in delivery defined in accordance with the terms set in the sample Arabic contract. The value of such penalties will be determined in the Sample Arabic contract for each day of unjustifiable delay.

- Bidders may not object to the technical or financial evaluation criteria set forth for this tender.

- The winning bidder will be expected to provide a single point of contact to which all issues can be escalated. MODEE will provide a similar point of contact.

- MODEE is entitled to meet (in person or via telephone) each member of the consulting team prior to any work, taking place. Where project staff is not felt to be suitable, either before starting or during the execution of the contract, MODEE reserves the right to request an alternative staff at no extra cost to MODEE

- Each bidder will be responsible for providing his own equipment, office space, secretarial and other resources, insurance, medical provisions, visas and travel arrangements. MODEE will take no responsibility for any non-Government of Jordan resources either within Jordan or during travel to/from Jordan.

- Any documentation and software procured or developed under 'Secure DNS for SGN' are the property of MODEE upon conclusion of 'Secure DNS for SGN. Written consent of MODEE must be obtained before sharing any part of this information as reference or otherwise.

- Bidders are responsible for the accuracy of information submitted in their proposals. MODEE reserves the right to request original copies of any documents submitted for review and authentication prior to awarding the tender.

- The bidder may modify or withdraw its proposal after submission, provided that written notice of the modification or withdrawal is received by the tendering committee prior to the deadline prescribed for proposal submission. Withdrawal of a proposal after the deadline

prescribed for proposal submission or during proposal validity as set in the tender documents will result in the bidder's forfeiture of all of its proposal security (bid bond).

- A bidder wishing to withdraw its proposal shall notify the Special Tenders Committee in writing prior to the deadline prescribed for proposal submission. A withdrawal notice may also sent by fax, but it must be followed by a signed confirmation copy, postmarked no later than the deadline for submission of proposals.

- The notice of withdrawal shall be addressed to the Special Tenders Committee at the address in RFP, and bear the contract name "Secure DNS for SGN" and the words "Withdrawal Notice".

- Proposal withdrawal notices received after the proposal submission deadline will be ignored, and the submitted proposal will be deemed to be a validly submitted proposal.

- No proposal may be withdrawn in the interval between the proposal submission deadline and the expiration of the proposal validity period. Withdrawal of a proposal during this interval may result in forfeiture of the bidder's proposal security.

- The Bidder accepts to comply with all provisions, whether explicitly stated in this RFP or otherwise, stipulated in the Public Works By-Law No. 71 of 1986 and its amendments, the General Tendering Instructions of 1987, and any other provisions stated in the Standard Contracting sample Arabic Contract Agreement annexed to this RFP including general and special conditions, issued pursuant to said Public-Works By-Law and Tendering Instruction.

- The winning bidder shall perform the Services and carry out their obligations with all due diligence, efficiency, and economy, in accordance with the highest generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Winning Bidder shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to MODEE, and shall at all times support and safeguard MODEE's legitimate interests in any dealings with Sub-contractors or third parties.

- If there is any inconsistency between the provisions set forth in the Sample Arabic Contract Agreement attached hereto or this RFP and the proposal of Bidder; the Sample Arabic Contract Agreement and /or the RFP shall prevail

- MODEE reserves the right to furnish all materials presented by the winning bidder at any stage of the project, such as reports, analyses or any other materials, in whole or part, to any person. This shall include publishing such materials in the press, for the purposes of informing, promotion, advertisement and/or influencing any third party, including the investment community. MODEE shall have a perpetual, irrevocable, non-transferable, paid-up right and license to use and copy such materials mentioned above and prepare derivative works based on them.

- Bidders are not allowed to submit more than one proposal for this RFP.

- **Amendments or reservations on any of the Tender Documents**: Bidders are not allowed to amend or make any reservations on any of the Tender Documents or the Arabic Sample contract agreement attached hereto. In case any bidder does not abide by this statement, his proposal will be rejected for being none-responsive to this RFP. If during the implementation of this project; it is found that the winning bidder has included in his proposal any

amendments, reservations on any of the tender documents or the Contract; then such amendments or reservations shall not be considered and the items in the tender documents and the Contact shall prevail and shall be executed without additional cost to MODEE and the winning bidder shall not be entitled to claim for any additional expenses or take any other legal procedures.

- Nothing contained herein shall be construed as establishing a relation of principal and agent as between MODEE and the Winning Bidder. The Winning Bidder has complete charge of Personnel and Sub-contractors, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

- The Winning Bidder, their Sub-contractors, and the Personnel of either of them shall not, either during the term or after the expiration of the Contract, disclose any proprietary or confidential information relating to the Project, the Services, the Contract, or The Jordan Custom's business or operations without the prior written consent of MODEE. The Winning Bidder shall sign a Non-Disclosure Agreement with MODEE as per the standard form adopted by the MODEE. A confidentiality undertaking is included in Annex 5.3
- Sample Arabic Contract Agreement Approval:

  Bidders must review the Sample Arabic Contract Agreement version provided with the RFP, which shall be binding and shall be signed with winning bidder.
  Bidders must fill out, stamp and duly sign the Form of Bid (نموذج عرض المناقصة) attached to the Arabic Sample Agreement under (2) ملحق رقم and enclose it in their financial proposals.
  Bidders must fill out the summary payment schedule form sub annex 3 (3 الملحق رقم) which is part of the Arabic Sample Contract version provided with the RFP, sign and stamp it, and enclose it with the Financial Proposal.

- PROHIBITION OF CONFLICTING ACTIVITIES
  Neither the Winning Bidder nor their Sub-contractors nor their personnel shall engage, either directly or indirectly, in any of the following activities:
    o During the term of the Contract, any business or professional activities in Jordan or abroad which would conflict with the activities assigned to them under this bid; or
    o After the termination of this Project, such other activities as may be specified in the Contract.

- INTELLECTUAL PROPERTY RIGHTS PROVISIONS
    o Intellectual Property for the purpose of this provision shall mean all copyright and neighboring rights, all rights in relation to inventions (including patent rights), plant varieties, registered and unregistered trademarks (including service marks), registered designs, Confidential Information (including trade secrets and know how) and circuit layouts, and all other rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.
    o Contract Material for the purpose of this provision shall mean all material (includes documents, equipment, software, goods, information and data stored by any means):
        a) Brought into existence for the purpose of performing the Services;
        b) incorporated in, supplied or required to be supplied along with the Material referred to in paragraph (a); or
        c) Copied or derived from Material referred to in paragraphs (a) or (b);
    o Intellectual Property in all Contract Material vests or will vest in MODEE. This shall not affect the ownership of Intellectual Property in any material owned by the Winning Bidder, or a Sub-contractor, existing at the effective date of the Contract. However, the Winning Bidder grants to MODEE, or shall procure from a Sub-contractor, on behalf of MODEE, a permanent, irrevocable, royalty-free, worldwide, non-exclusive license (including a right of sub-license) to

use, reproduce, adapt and exploit such material as specified in the Contract and all relevant documents.

o If requested by MODEE to do so, the Winning Bidder shall bring into existence, sign, execute or otherwise deal with any document that may be necessary or desirable to give effect to these provisions.

o The Winning Bidder shall at all times indemnify and hold harmless MODEE, its officers, employees and agents from and against any loss (including legal costs and expenses on a solicitor/own client basis) or liability incurred from any claim, suit, demand, action or proceeding by any person in respect of any infringement of Intellectual Property by the Winning Bidder, its officers, employees, agents or Sub-contractors in connection with the performance of the Services or the use by MODEE of the Contract Material. This indemnity shall survive the expiration or termination of the Contract.

o The Winning Bidder not to benefit from commissions discounts, etc. The remuneration of the Winning Bidder stated in the Decision of Award of the bid shall constitute the Winning Bidder sole remuneration in connection with this Project and/or the Services, and the Winning Bidder shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Winning Bidder shall use their best efforts to ensure that the Personnel, any Sub-contractors, and agents of either of them similarly shall not receive any such additional remuneration.

- THIRD PARTY INDEMNITY
  Unless specified to the contrary in the Contract, the Winning Bidder will indemnify MODEE, including its officers, employees and agents against a loss or liability that has been reasonably incurred by MODEE as the result of a claim made by a third party:
  o Where that loss or liability was caused or contributed to by an unlawful, negligent or willfully wrong act or omission by the Winning Bidder, its Personnel, or sub-contractors; or
  o Where and to the extent that loss or liability relates to personal injury, death or property damage.

- LIABILITY

  o The liability of either party for breach of the Contract or for any other statutory cause of action arising out of the operation of the Contract will be determined under the relevant law in Hashemite Kingdom of Jordan as at present in force. This liability will survive the termination or expiry of the Contract. Winning bidder's total liability relating to contract shall in no event exceed the fees Winning bidder receives hereunder, such limitation shall not apply in the following cases (in addition to the case of willful breach of the contract):

    ▪ gross negligence or willful misconduct on the part of the Consultants or on the part of any person or firm acting on behalf of the Consultants in carrying out the Services,

    ▪ an indemnity in respect of third party claims for damage to third parties caused by the Consultants or any person or firm acting on behalf of the Consultants in carrying out the Services,

    ▪ infringement of Intellectual Property Rights

4.8   CONFLICT OF INTEREST

- The Winning bidder warrants that to the best of its knowledge after making diligent inquiry, at the date of signing the Contract no conflict of interest exists or is likely to arise in the performance of its obligations under the Contract by itself or by its employees and that based upon reasonable inquiry it has no reason to believe that any sub-contractor has such a conflict.
- If during the course of the Contract a conflict or risk of conflict of interest arises, the Winning bidder undertakes to notify in writing MODEE immediately that conflict or risk of conflict becomes known.
- The Winning bidder shall not, and shall use their best endeavors to ensure that any employee, agent or sub-contractor shall not, during the course of the Contract, engage in any activity or obtain any interest likely to conflict with, or restrict the fair and independent performance of obligations under the Contract and shall immediately disclose to MODEE such activity or interest.
- If the Winning bidder fails to notify MODEE or is unable or unwilling to resolve or deal with the conflict as required, MODEE may terminate this Contract in accordance with the provisions of termination set forth in the Contract.

4.9   SECRECY AND SECURITY

The Winning bidder shall comply and shall ensure that any sub-contractor complies, so far as compliance is required, with the secrecy and security requirements of MODEE, or notified by MODEE to the Winning bidder from time to time.

4.10 DOCUMENT PROPERTY

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Winning bidder in accordance with the Contract shall become and remain the property of MODEE, and the Winning bidder shall, not later than upon termination or expiration of the Contract, deliver all such documents and software to MODEE, together with a detailed inventory thereof. Restrictions about the future use of these documents, if any, shall be specified in the Special Conditions of the Contract.

4.11 REMOVAL AND REPLACEMENT OF PERSONNEL

- Except as MODEE may otherwise agree, no changes shall be made in the key Personnel. If, for any reason beyond the reasonable control of the Winning bidder, it becomes necessary to replace any of the key Personnel, the Winning bidder shall provide as a replacement a person of equivalent or better qualifications and upon MODEE approval.
- If MODEE finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Winning bidder shall, at MODEE's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to MODEE.

4.12 OTHER PROJECT RELATED TERMS

MODEE reserves the right to conduct a technical audit on the project either by MODEE resources or by third party.

5 ANNEXES

5.1 Sample Arabic Agreement

<Attached>

5.2 Key RFP Dates

ITEM	DATE (DD/MM/YY)
Date of RFP distribution	2019/19-12
Deadline for submission of bidders' questions to RFP	2019/9/23
Expected date for answers to bidders questions	2019/9/25
Proposal deadline	2019/10/2

5.3 Confidentiality Undertaken

Confidentiality Undertaking

_____

This Undertaking is made on [DATE] by [NAME] "[Consultant]" to the benefit of the Ministry of Digital economy and entrepreneurship (MODEE), "[Principal]" [8th Circle, P.O. Box 9903, Amman 11191 Jordan].

WHEREAS, MODEE possesses certain financial, technical, administrative and other valuable Information (referred to hereinafter as Confidential Information)

WHEREAS, [Consultant], while performing certain tasks required by the Principal in connection with the ………………. (the Project), did access such Confidential Information,

WHEREAS, the Principal considers the Confidential Information to be confidential and proprietary.

Confidential Information:

As used in this Agreement, the term "Confidential Information" means all information, transmitted by Principal or any of its subsidiaries, affiliates, agents, representatives, offices and their respective personnel, consultants and winning bidders, that is disclosed to the Winning bidder or coming to his knowledge in the course of evaluating and/or implementing the Project and shall include all information in any form whether oral, electronic, written, type written or printed form. Confidential Information shall mean information not generally known outside the Principal, it does not include information that is now in or hereafter enters the public domain without a breach of this Agreement or information or information known to Winning bidder by Third Party who did not acquire this information from Principal".

The Consultant hereby acknowledges and agrees that;

(1) The Confidential Information will be retained in the Principal's premises and will not be moved without the express written consent of the Principal. All Confidential Information shall be and remain the property of the Principal, and such Confidential Information and any copies thereof, as well as any summaries thereof, shall be promptly returned to the Principal upon written request and/or destroyed at the Principal's option without retaining any copies. The Winning bidder shall not use the Confidential Information for any purpose after the Project.

(2) It will use all reasonable means and effort, not less than that used to protect its own proprietary information, to safeguard the Confidential Information.

(3) Winning bidder shall protect Confidential Information from unauthorized use, publication or disclosure.

(4) It will not, directly or indirectly, show or otherwise disclose , publish, communicate, discuss , announce, make available the contents of the Confidential Information or any part thereof to any other person or entity except as authorized in writing by the Principal.

(5) It will make no copies or reproduce the Confidential Information, except after the Principal's written consent.

Remedy and damages:

The Winning bidder acknowledges that monetary damages for unauthorized disclosure may not be less than 20% of the Project and that Principal shall be entitled, in addition to monetary damages and without waiving any other rights or remedies, to such injunctive or equitable relief as may be deemed proper by a court of competent jurisdiction.

Employee Access and Control of Information

It is understood that the Winning bidder might need from time to time to discuss the details of confidential Information with other individuals employed within its own or associated companies in order to support, evaluate, and/or advance the interests of the subject business transaction. Any such discussion will be kept to a minimum, and the details disclosed only on a need to know basis. Prior to any such discussion, the Winning bidder shall inform each such individual of the proprietary and confidential nature of the Confidential Information and of the Winning bidder's obligations under this Agreement. Each such individual shall also be informed that by accepting such access, he thereby agrees to be bound by the provisions of this Agreement. Furthermore, by allowing any such access, the Winning bidder agrees to be and remain jointly and severally liable for any disclosure by any such individual that is not in accordance with this Agreement.

Miscellaneous

The obligations and rights of the Parties shall be binding on and inure to the benefit of their respective heirs, successors, assigns, and affiliates. This Agreement may be amended or modified only by a subsequent agreement in writing signed by both parties. Winning bidder may not transfer or assign the Agreement or part thereof. No provision of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of the Principal, its agents or employees, nor shall any waiver of any provision of this Agreement constitute a waiver of any other provision(s) or of the same provision on another occasion. This Agreement shall be construed and enforced according to Jordanian Law. The Winning bidder hereby agrees to the jurisdiction of the Courts of Amman, Jordan and to the jurisdiction of any courts where the Principal deems it appropriate or necessary to enforce its rights under this Agreement.

Term of Agreement

The obligations of the parties under this Agreement shall continue and survive the completion of the Project and shall remain binding even if any or all of the parties abandon their efforts to undertake or continue the Project.

IN WITNESS WHEREOF, the Winning bidder hereto has executed this Agreement on the date first written above.

Consultant:

By: _____

Authorized Officer

5.4 Support Procedures and Policies

The winning bidder is required to comply with the following:

1. Provide support and maintenance services for software and hardware on 24x7 basis for the implemented solution.
2. Response /Resolution Times and Severity Levels defined in the table below

1. Support Requirements
The winning bidder is required to provide the following:
1. Assign a contact person/account manager to be responsible of this contract
2. Assign a hot line number to be used for reporting severity 1 incidents

3. Define Escalation Procedure including the levels of escalation and name and contact details for contact person
4. Use a ticketing system that records all incidents reported by operational team, that can be accessed by MODEE and generate reports of various MODEE incidents
5. Issue a service report after each site visit, to register reported incident, root cause, and followed procedures till a successful resolution including the taken and/or suggested recommendations and measures that shall prevent such incidents / issues from reoccurring in the future
6. Applying the latest fixes, patches and required upgrades (major and minor) to the system during the support and maintenance period (if required) while ensuring system's integrity, reliability, conformity and normal operation for all system features including the content
7. Provide a proof for obtaining the back-to-back support from mother company of the proposed solution for the whole duration of the support and maintenance for both hardware and software

2. *Severity Levels*

Severity One (Urgent)

A severity one (1) issue is a catastrophic production problem which may severely impact the Required Service\Solution Availability, in such case, part or all Required Service\Solution production components are down or not functioning; loss of production data or availability of services and no procedural work around exists.

Examples of Severity one cases: virtual appliance is not responding

Severity Two (High)

A severity two (2) issue is a problem where the Required Service\Solution is functioning but in a severely reduced capacity. The situation is causing significant impact to portions of business operations and productivity of Required Service\Solution. The system is exposed to potential loss or interruption of service.

Example of Severity two cases: NAT IP addresses are not visible. / endpoint IP is not visible

Severity Three (Medium)

A severity three (3) issue is a medium-to-low impact problem which involves partial non-critical functionality loss one which impairs some operations but allows the Required Service\Solution users/administrators to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

Severity Four (Low)

Important problem but it can wait no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

Table 1: Response, Resolution, times for different severity levels

Severity	Response Time	Resolution Time
1	1 hour	4 hours.
2	3 hours	24 hours
3	4 hours	72 hours
4	8 hours	One week

* Support required being 24x7 basis

Where:

Response Time: Time taken to acknowledge receiving of reported incident calculated from the time sending an email explaining the incident, opening a ticket on bidder ticketing system, or conducting a phone call with the assigned support engineer by the bidder or bidder's first line of support.

Resolution Time: Time taken to solve the reported incident completely. Resolution Time is calculated from the end of the defined response time for each severity level as shown in the above table.

3.   *Escalation Procedure and Penalties:*

For incidents classified as Severity Level 1, 2, 3 & 4, if bidder:

1. Passed the Response Time: first level of escalation will be applied by notifying bidder's Technical Support Manager or the assigned contact person.
2. Passed the Resolution Time: operational team is entitled to fix the problem and to apply penalty on the winning bidder in accordance with the following criteria in the below table and all costs incurred by operational team for fixing will be charged to the winning bidder.

Table 2: Penalties

Severity	Definition	Penalty
1	Must be done, essential to business survival. Business can't continue	A penalty of 38 J.D. shall be applied for each hour pass the resolution time. This penalty shall continue for the first 24 hours (38.8x24). If delay continues, then the penalty of 933 J.D. per day shall be applied and for the maximum duration of 3 days; after that, 3rd party will be called to fix the problem.
2	Should be done, near essential to business survival.	A penalty of 933 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 4 days; after that, 3rd party will be called to fix the problem.
3	Could be done, high benefit to business if time and resources are available.	A penalty of 500 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 5 days; after that, 3rd party will be called to fix the problem.
4	Important problem but can wait	A penalty of 500 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 10 days; after that, 3rd party will be called to fix the problem.

5.5 Technical Proposal Response Format

Introduction
Executive Summary
This includes the bidder's understanding of the terms of reference, scope of work and necessary skills, and company profile. This involves including an overview of the main points contained in the proposal with references to sections where more detailed discussion of each point can be found (maximum 4 pages).
Approach
A detailed description of how the bidder will undertake each major area in the SCOPE OF THE PROJECT and DELIVERABLES section, required resources (bidder, ministry and third party) and any special skills required, the deliverables (format and structure), use of any methodology and how it will cover the scope, use of any standard tools, and duration of any work streams.
[Activity 1]

Implementation Approach

Actions	Approach
Provides a listing of the actions needed for the Activity	*Describes the bidder's approach for implementing the action; including* *Process (i.e. steps)* *Standard methodologies adopted* *Scope of involvement for each stakeholders*
…	…

Deliverables

Deliverables	Format and Structure
Provides a listing of the deliverables of the Activity	*Describes the format (e.g. MS Word document) and Structure (e.g. Outline, indicating the scope and content) of each deliverable.*
…	…

[Activity 2]

Implementation Approach

Actions	Approach
Provides a listing of the actions needed for the Activity	*Describes the bidder's approach for implementing the action; including* *Process (i.e. steps)* *Standard methodologies adopted* *Scope of involvement for each stakeholders*
…	…

Deliverables

Deliverables	Format and Structure
Provides a listing of the deliverables of the Activity	*Describes the format (e.g. MS Word document) and Structure (e.g. Outline, indicating the scope and content) of each deliverable.*
…	…

[Activity…]

Implementation Approach

Actions	Approach
Provides a listing of the actions needed for the Activity	*Describes the bidder's approach for implementing the action; including* *Process (i.e. steps)* *Standard methodologies adopted* *Scope of involvement for each stakeholders*
…	…

Deliverables

Deliverables	Format and Structure
Provides a listing of the deliverables of the Activity	*Describes the format (e.g. MS Word document) and Structure (e.g. Outline, indicating the scope and content) of each deliverable.*
…	…

Work Plan and Duration
The work plan and duration for the overall consulting work, including any dependencies between the separate items in the scope. The bidder should provide milestones for each deliverable. The work plan should break down the phases and tasks within each phase and indicate which resources will be working on these tasks

Track Record
The bidder's track record on projects similar in both size and nature undertaken in the last five years, and references of suitable client references with contact details

CVs of Project Staff
A summary of proposed team and a description of each project staff role and their relevant experience. Brief resumes of the team who will work on the project (all detailed resumes should be included in an Appendix). The bidder should also indicate the availability of the proposed staff and indicate which phases of the project each team member is participating in, what role they will be playing, and

what their utilization rate will be (percentage of their time), below is the required template to be filled for each team member

Curriculum Vitae

Proposed Position on the Project: _____

Name of Firm: _____
Name of Personnel: _____
Profession/Position: _____
Date of Birth   _____
Years with the Company: _____   Nationality: _____

Proposed Duration on Site: _____

Key Qualifications and Relevant Experience

_____
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Expected Role in Project

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Education

_____
—
_____

Employment Record:

(a)   Employment Record   From date — present
      Employer   _____

      Position held   _____

(b)   Employment record   _____ — _____
      Employer   _____
      Position held   _____

(c)   Employment record   _____ — _____
      Employer   _____
      Position held   _____

Languages:

	Reading	Speaking	Writing
Language 1			
Language n			

--   ---------------------------
Signature   Date

Other Information
Appendices

5.6 Financial Proposal Response Format

Please indicate the overall estimated cost of your proposed solution.

Cost should be broken down as per the schedules below as well as the detailed scope of work presented in section 3 of this document.

The price quotation should be all-inclusive fixed lump sum price and provided in Jordanian Dinars (JD). All prices are inclusive of all fees, finance rate and taxes. All prices are for site delivery.

Project Total Cost (Lump Sum Contract Amount) for the total compensation for the whole WORK contemplated under this proposal: [JD]

The bidder is required to finance lump sum cost of the project according to Annex 5.6

Services	Amount
System Deployment	
Knowledge Transfer(9) and Professional Training (9)	
Operations Support & Maintenance 3 years	
Project Management	
Total	

Total Amount in Words: (Only --Jordanian Dinars)

Project Detailed Cost:

Mandatory#	Item	Reference in the technical proposal	Unit	Quantity	Unit Price	Total Price
1	Secure DNS Subscription for three years		year	3		
2	Licenses packages		User	20000		
3	Threat Investigation dashboard/Console		User	5		
4	Support 24×7		Year	3		
5	Professional Services (to cover the needed activities in section 3 Scope of work) to enable the IP visibility on the NAT level					
6	Professional Services to Enable the IP visibility at endpoint level for entity		Entity	5		
7	Professional Training		Trainee	9		
8	Knowledge Transfer onsite for ops team		Trainee	9		
9	Project Management					
10	Any other needed software, breakdown					

Total				
Taxes and Fees (including Sales Tax)				
Grand Total				

Total Amount in Words: (Only -- **Jordanian Dinars)**

Software Supplier	Name of Software	License Metrics (i.e. by number of clients, processor power or other	No Licenses	Unit price	Total	3 years maintenance (24/7) and upgrade	Total (inc maint)
			TOTAL				

(i) Use several lines in the table if the license complexity warrants

Total Amount in Words: (Only --**Jordanian Dinars)**

Integration Cost DETAILS