Document for Tender
No. (13/2023)
(19 Pages)

ITSM System & Endpoint Management Solutions

Tenderer:

- **Name:** ……………………………………
- **Address:** ……………………………………...
- **Telephone / Cellular:** ……………………
- **Fax:** …………………………………………...
- **Website:** ………………………………………...
- **E-Mail:** …………………………………………
- **Contact Person:** …………………………..

Tender Document Cost = 20 JD.

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Table No. 1

Invitation to Tender
No. **(13/2023)**

Dear Sir;

You are kindly requested to submit your proposals to **ITSM System & Endpoint Management Solutions** as per requirements and technical specifications enclosed herewith, by filling in the schedules, signing the form of tender, and forward the complete tender documents to the attention of IDECO - Director General addressed as seen on the cover page, to be received not later than 2 pm (local time) due **March 15, 2023.**

All bids must be accompanied with a Bid Bond of a value not less than 5% of the highest alternative tender price, otherwise your tender will not be considered. The bid bond shall be enclosed in the same envelope of the tender and must be delivered to **tenders secretary office located in Southern Station - Supplies Department not** later than 2 pm (local time) due **March 15, 2023.**

Table no. 2

Item No.	Service Description
1	**ITSM System & Endpoint Management Solutions**

GENERAL CONDITIONS

1. **Preamble**
   1.1. These General Conditions shall apply, save as varied by express agreement accepted in writing by both parties.

   1.2. **Definition of Terms:**
   The "Purchaser" shall mean "Irbid District Electricity Co. Ltd." Hereinafter called "IDECO", and shall include IDECO's legal personal representatives and duly appointed engineers. The "Engineer" shall mean "Irbid District Electricity Co." or persons for the time being or from time to time duly appointed in writing by the purchaser to act as Engineer or the purpose of the contract.

2. **Formation of Contract**
   2.1. The contract shall be deemed to have been entered into when the purchaser has sent an acceptance in writing before the time set in the tender for acceptance or any such later date extended by the tenderer at the request of the purchaser.

   2.2. Notwithstanding that the contract and correspondence in connection with the contract shall be in the English language, the contract shall be and be deemed to be a Jordan contract and shall accordingly be governed by and construed cording to the laws for the time being in force in the Hashemite Kingdom of Jordan.

   2.3. **Power to Vary The Work:** alternations, amendments, omissions, additions, suspensions, or variations of the work, (hereinafter referred to as "variations") under the contract as shown by the contract drawings or the specification shall be made by the contractor except as directed in writing by the purchaser, but the purchaser shall have full power, subject to the provision hereinafter contained, from time to time during the execution of the contract by notice in writing to instruct the contractor to make such variation without prejudice to the contract and the contractor shall carry out such variations, and be bound by the same conditions, as far as applicable, as though the said variations occurred in the specification. If any suggested variations would, in the opinion of the contractor, if carried out, prevent him fulfilling any of his obligations or guarantees under the contract, he shall notify the purchaser thereof in writing, and the purchaser shall decide forthwith whether or not the same shall be carried out, and if the purchaser confirms his instructions, the contractor's obligations and guarantee shall be modified to such an extent as may be justified. The difference in cost, if any, occasioned by any such variations, shall be added to or deducted from the contract price as the case may require. The amount of such difference, if any, shall be ascertained and determined in accordance with the rates specified in the schedule of prices so far as the same may be applicable, and where the rates are not contained in the said Schedule, or are not applicable they shall be settled by the purchaser and the contractor jointly. But the purchaser shall not become liable for the payment of any charge in respect of any such variations, unless the instruction for the performance of the same shall have been given in writing by him. In the event of the purchaser requiring any variation, such reasonable a proper notice shall be given to the contractor as will enable him to make his arrangements accordingly, and in cases where goods or materials or security service are already prepared, or any designs, drawings, or patterns made or work done that requires to be altered a reasonable sum in respect

thereof shall be allowed by the purchaser. Provided that no such variations shall, except with consent in writing of the contractor, be such as will involve an increase or decrease of the total price payable under the contract by more than 25 percent thereof. The power given to the purchaser to make any alteration, amendment, omission, addition or variation to, from or in any part of the works shall include power to vary from time to time the date for the completion of the works or any part thereof, also the purchaser shall have the absolute right to increase the quantities in such manner that the increment does not exceed the amount of 25% of the total price payable under the contract, however; the same prices awarded and any other relevant conditions shall remain the same for this purpose. This right is valid during the tender validity and within 120 days from the date of the order letter, and during execution the work.

2.4. Precedence: In the event of any discrepancy or contradiction between the provisions of the conditions of tender and of the specification, the conditions of tender shall take precedence.

2.5. Prices: The Tender calls for firm prices,

3. **Delay penalties:** If the service provider fails to deliver the required service under purchase order within contractual the time required to execution the work, the Purchaser has the right to deduct of the price payable under the purchase order without any objection by service provider. This deduction shall be calculated at the rate of one half of one percent (0.5%) of that part of the price payable (purchase order value) for each complete week of delay commencing on the due date of delivery, but shall not exceed a maximum percentage deduction of ten percent (10%) from purchase order value.

4. **Force Majeure**
   4.1 The service provider shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

   4.2 For purposes of this clause, "Force Majeure" means an event beyond the control the service provider not involving the supplier's fault or negligence. Such events may include, but are not restricted to, acts to the purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and fright embargoes.

   4.3 If a Force Majeure situation arises, the service provider shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall all reasonable alternative means for performance not prevented by the Force Majeure event.

5 **Terms of Payment:**

   1. The company prefers to deal with the supplier on an open account basis, and the payment to be made as the following:

a. The service provider has to send the Invoice and all related document, to IDECO Company/ financial department.

b. 100 % of Payment will be released within one month after the receipt of security service and acceptance by IDECO team.

2. In case the service provider insists on L/C as a method of payment, all/LC charges will be borne by the provider and charge to his own account and the terms will be as follows:

a. The L/C will be confirmed and irrevocable but has to be acceptance L/C

b. 100 %Payment will be released within one month after receipt of required service.

7. **Rights at Termination:** Termination of the contract from whatever cause arising shall be without prejudice to the rights of the parties accrued under the contract up to the time of termination.

8. **Arbitration and Law Applicable:**

8.1. Any dispute, question or controversy shall arise between the purchaser and the contractor concerning this contract the matter in dispute shall be referred to an arbitration committee composed of three (3) arbitrators. One arbitrator shall be nominated by the purchaser and one by the contractor, and the third arbitrator shall be appointed by both parties. If either party fails to appoint his arbitrator within one month of the appointment of the arbitrator by the other party, or if the two parties fail to agree on the third arbitrator within two months of the date of the request to refer the dispute to arbitration, such arbitrator shall be appointed by the president of the highest court in Jordan at the request of either or both parties.

8.2. The decision of the arbitrators shall be final and binding on both the purchaser and the contractor. Any such reference shall conform to the statutory enactment or regulation governing arbitration as may be in force in Jordan at the time. The assessment of costs incidental to the reference and award respectively shall be at the discretion of the arbitration committee.

9. After Awarding Tenders, winner tenderer will be assessment according to quality of good/ service, execution of the work, service after sale, and assessment weight will be considered in coming tenders' evaluation.

10. The purchaser has the complete right to reply on contractor's clarifications during 7 days, and during this period there is not exemption from incurred penalty for the event.

11. Where the contractor, who was awarded the bid, ceased or failed in implementing the conditions of the bid; IDECO Company has the right to take the appropriate decision on the confiscation of the amount of guarantee or insurance provided by the bidder upon his participation in the tender, in addition, the IDECO company has the right to the restriction of participation of this bidder in all of the company's bids for the duration seen appropriate

Tendering Instructions

1. The Tender shall be made in one copy of the accompanying form; however, all blanks and schedules shall be filled up in ink, and signed without alteration to the form of tender. If any such alteration were made, or if these Instructions were not fully complied with, the tender may be rejected. The tenderer; however, is at liberty to add any further details that he may deem desirable and, in the event of his so doing, shall print or type such details and annex the added matter to the tender submitted by him. Such additional details shall not be binding upon the purchaser unless they shall be subsequently incorporated in the contract.

2. One copy of the tender, and its accompanying documents, filled up as directed, together with the drawings, catalogs, and relevant documents called for, must be enclosed in a secure envelope endorsed (Tender for Contract) No. **(13/2023)** but bearing no other mark from which the identity of the tenderer can be ascertained.

3. All correspondences in connection with this tender and all matters accompanying the tender that are relevant to its examination shall be in English language and expressed in metric units.

4. The tender is to be held open for acceptance or rejection for a validity period of (120) days from the time fixed for opening the tenders.

5. Tenders received prior to the time fixed for opening of tenders will be securely kept, unopened. Tenders received after that time will be rejected. The purchaser bears no responsibility for premature opening of tenders not properly addressed or identified.

6. Tenders may be withdrawn by formal request received in writing from the tenderer prior to the time fixed for opening. If for any reason the tender should be withdrawn after the time fixed for opening and before expiry of the said validity period, the purchaser has the right to retain the full value of the tender bond.

7. The successful tenderer shall abide by the commercial and professional regulations as required by the Ministry of Industry & Trade, Engineering Association and other relevant Institutions in Jordan.

8. Tenderer attention is drawn to the action of customs officers in the discharge of their duties. Whereby air parcels are frequently opened in their own interests and in order to preserve the confidential nature of the tender price, tenderer are urged to pay attention to the:
   a. To dispatch the completed tender document and any covering letter only by Air Mail which should be endorsed and labeled in the manner laid down in paragraph 10 of the Instructions to Tendering.
   b. Technical literature and the like may reasonably be sent by Air Parcel or Air Freight but since this would then be separated from the actual Tender, each parcel should contain specific evidence identifying the Tender to which the contents refer.
   c. The purchaser will not consider late or incompletely delivered tenders or literature supporting tenders due to the action of any customs officer.

9. In the event that the intending signatory does not manufacture one or more of the main sections of equipment and materials, then the tender submitted should give evidence to show

that all the obligations imposed by the documents on the intending signatory have been fully understood and accepted, where applicable, by the manufacturer(s) to whom it would be intended to sub-contract one or more of the main sections of the equipment and materials.

10. For overseas transport of the contractor and his Sub-contractors, suppliers and manufactures must give priority to Jordan shipping national lines, and to Arab shipping companies and their subsidiaries for the shipping of goods, materials provided such companies ships call at the port of export. The contractor shall also give priority to the Royal Jordanian Airlines for air freight shipment and transport of personnel.

11. Tenderer must submit country of origin and name of manufacturer for the offered goods.

12. The foreign bidders who participate in this tender must submit their bids through a registered local agent or through their registered office in Jordan.

13. For all manufacturers from inside Jordan it is quite essential that they have JQM for their products and the purchaser will have the right to accept or reject their offer if they did not submit the JQM certificate with their offer.

14. If samples were not re-claimed by the tenderer within one month from date of order all samples shall remain the property of the purchaser.

15. The purchaser will not be responsible for, nor to pay for, any expenses or losses which may be incurred by a tenderer in the preparation of his tender.

16. If the tenderer has any doubt about the meaning of any portion of the General Conditions, Specifications, Drawings, he shall clarify such doubts before submitting his tender, or in case of any further information can be obtained by an application in writing to the director general.

17. Tenderer are particularly directed that the amount entered on the form of tender shall be a fixed price for performing the contract strictly in accordance with the bound document, and shall be the sum total of all the amounts printed into and entered by the tenderer upon the schedule of prices.

18. **Tender price shall include all incidental and contingent expenses.**

19. The tender shall be accompanied by a tender bond in the form of a Bank Guarantee valid for at **least 120 days** from the time fixed for closing date, or certified check in favor of and payable to the purchaser for **a sum of...................................as** a guarantee of good faith. This bond is to be issued by any approved bank in Jordan. The bond will be returned to the unsuccessful tenderer within 120 days from the time fixed for opening the tenders or at such earlier time as a tender shall have been accepted by the purchaser. In the case of the successful tenderer, the bond will, subject to the conditions of contract, be returned as soon as a formal contract agreement and a performance bond have been entered into.

20. The successful tenderer has to submit a performance bond equal to (10) percent of the total amount of the order within (30) days from date of receipt of the order. Any delay will be subject to delay penalty. If the successful tenderer fails for any reason to submit the required

performance bond within (30) days, the purchaser will confiscate the bid bond and the awarding letter will be cancelled too.

21. The performance bond should be valid for a period expiring at least one year from order letter date and acceptance the required services.

22. The tenderer shall state in his tender the name or names of the sureties, insurance company, or bank proposed for guaranteeing the performance of the contract.

23. Prices are highly recommended to be including to sales taxes and all related fees.

24. The tenderer may state the tender price in Jordanian Dinars. If however, a portion of the tenderer's expenditure under the contract is expected to be made in countries other than Jordan he may state a corresponding foreign currency portion of the tender price in the currencies of those other countries.

25. Stamp duty and award fees are payable on Jordanian contracts according to Jordanian laws and, after the placing of a contract, it is the contractor's responsibility to purchase legal stamps to the requisite amount depending on the contract value.

26. If after receipt of tenders, the purchaser finds any difference between prices shown on the form of tender in writing and in numerals, then the price shown in writing shall be considered correct by the purchaser and the tenderer. If any discrepancies are found between the total in the price schedule and the total obtained by adding the products of each quantity and its particular rate then, whether the price shown on the form of tender in numerals or in writing corresponds or not, the total obtained by adding the products of the quantities and their particular rates shall be considered by the purchaser and the tenderer as the tender price.

27. Tender revaluation will be consistent with the terms and conditions set forth in the tender document. In addition to the tender price adjusted to correct arithmetical errors, other relevant factors such as the time of completion of delivery or construction, operating costs where applicable, or the efficiency and compatibility of the equipment, the availability of service and spare parts, and reliability of construction methods proposed will be taken into consideration, to the extent and in the manner specified in the tender documents, in determining the evaluated tender most advantageous to the purchaser. For comparison of all tenders, the currency or currencies of the tender price for each tender will be valued in terms of Jordanian Dinars. The rates of exchange to be used in such valuation will be the selling rates published by the central bank of Jordan and applicable to similar transactions, on the day tenders are opened unless there should be a change in the value of the currencies before the award is made. In the latter case, the exchange rates prevailing at the time of the decision to notify the award to the successful tenderer may be used.

28. **The purchaser does not bind himself to accept the lowest or any tender, nor to assign any reason for the rejection of any tender, nor to purchase the whole of the required service specified. The purchaser has the right to purchase part of the tender, even if it is only one item from the schedule of rates and prices.**

29. The tenderer shall submit with his tender in order of the relevant clauses, a statement of any departures from specifications, or he can fill in the related schedule attached herewith. Notwithstanding any description, drawings, or literature which may be submitted, all details other than those in the statement of departures shall be assumed to be in accordance with the specification.

30. Although IEC standards for workmanship, equipment and materials, have been selected in this specification as a basis of reference, standards and specifications of other countries and recommendations of other international standard organizations will be acceptable provided that they are substantially equivalent to the designated standards and provided further that the tenderer submits for approval detailed specification which he proposes to use.

31. References to brand names or catalog numbers, if any, in this specification have been made only for that equipment for which it has been determined that a degree of standardization is necessary to maintain certain essential features. In certain instances, such references have also been made for purpose of convenience to specify the requirements. In either case offers of alternative goods which have similar characteristics and provide performance and quality at least equal to those specified are acceptable. Where compliance with a specific standard specification is called for the standard specification used shall be that in force at the time of tender.

Irbid District Electricity Co.

Form of Bid Bond

Tender No. (13/2023)

Dear Sir,

We are pleased to inform you that we guarantee M/S.. for the amount of ....in order to allow them to submit an offer for the due performance of the undertaking and obligation as specified in their Tender for Contract No. ....…This Guarantee shall remain valid for a period of one hundred twenty days from the time fixed for opening the Tenders by IRBID DISTRICT ELECTRICITY CO. LTD.

This Guarantee shall be free from any interest and will be extended or paid in cash upon your first request in any or required, without the need for natural warning or judicial proceedings and without any rights to delay, oppose, or stop payment on our part, or on the part of the Tenderer or any of his representatives whom over. This Guarantee shall be deemed valid until the submittal of a duly executed Performance Bond.

Signed…………………………………………….Bank

(Surety)

Irbid District Electricity Co. Ltd.

Form of Performance Bond

Tender No. (13/2023)

Dear Sirs,

At the request of .... bank (the Foreign Bank) and on behalf of M/S …………... Contractor's Name and Address), we…………..………................... Bank (the Local Bank) issue in your favor our irrevocable and unconditional Performance Bond No………………………in the amount of.. (In word), in this connection we …………................................... Bank (the Local Bank) hereby consider ourselves responsible forth unconditional payment to you or to your authorized representatives of the above sum on your first written demand in whole or in part notwithstanding any objections on the part of the above named contractor and without any need for natural warning or judicial proceedings.

This Bond will expire on .... and shall be renewed automatically for a period of ….….... months and for consecutive similar periods until it is returned by you to us.

Signed   …………………….….........   Bank

(Surety)

Technical Specifications
ITSM System & Endpoint Management Solutions

IDECO is looking forward to implement and configure **ITSM** and Endpoint Management Solutions to have a single source of Requesting Solution for their IT and Non-IT environments.

Service Management System ITSM system that support multi-channels and Mobile user friendly, with enhanced management feature across ITSM lifecycle.

Part of IDECO IT services continual improvement is the adaption of ITSM (IT service management) policy and standards, which focus on IT services for customers rather than IT systems. And it aims to comply with certain international standards and frameworks such as ITIL V4.

ITSM describes the processes and tools IT teams use to manage IT services End to End, and covers all information technologies within IDECO, to align IT team's goals with the broader objectives of the business and delivering value to IT services users.

To comply with above objectives IDECO must have a powerful IT service management software / solution.

The main purposes for the project are to:

1. Provide a single point of contact to customers.
2. Provide advice, guidance and the rapid restoration of normal services.
3. Drive and improve service to the business.
4. Provide a single management console for all departments' requests and issues.
5. Move **IDECO** into the future of Service Desk Technology.
6. Move **IDECO** to discover the environment automatically.
7. Provide full information to all **IDECO** inventory/ discovery devices.
8. Move **IDECO** to Auto patches.

Solution Requirements & Specifications:

- Implement market-leading ITSM (IT Service Management) and Endpoint Management as per the latest Gartner's Magic Quadrant report. The ITSM and End point Management solutions must support on-promises.
- The requirement of this SOW is to implement and activate a state of art IT service management software, that covers the IDECO compliance requirements and business objectives
- System must support Arabic language.

- The ITSM and Endpoint Management must cover and automate the following IT Processes based on ITIL best practice:

  - Incident management.
  - Problem management.
  - Change and release management.
  - Service-level management.
  - Request management.
  - Configuration management.
  - Asset management.
  - Knowledge management.
  - Event Management
  - Request Fulfilment
  - Service Catalog Management
  - Discover tool having multiple discovery method ex: SNMP v2/v3, DMI, LDAP and ISMP.
  - Full information about software installed on the machines consumers connected to the machines.
  - Information about LDAP user.
  - Remote control tool, which uses secure channel.

Endpoint Manager must cover the following:

  - Remote Control
  - Software Distribution
  - OS migration
  - Power Management
  - Endpoint Licenses Management
  - Mobile Management
  - Compliance Management
  - Discovery/ Inventory
  - Patch Management

ITSM, must cover the following:

- Support for complex approval workflows.

- Full and reachable knowledge base, for end-user and agents.

- Self-service access on Mobile responsive in addition to the web access.

- Top management dashboards in addition to custom reports.

- Unlimited number of dashboards and reports.

- Automate asset discovery and application dependency mapping to build a holistic view of all data center assets and the relationships between them.

- Build Configuration Management Database (CMDB) based on discovered IT assets (CIs) and map all services with its components and attributes.
- To develop knowledge base and fill it with knowledge data relevant to and based up on **IDECO** environment and systems.
- To develop and implement all required forms, workflows for both IT and Non-IT.
- To migrate all old data from **IDECO** system to the new ITSM solution.
- Self-service should have the capability to identify the location of the end users and assign the ticket to the respective team.
- Auto-run report capability.
- ITSM solution must be certified at least with **12 ITIL V4** processes.
- ITSM solution must capable to integrate with existing **IDECO** systems such as:
  - Workflow system.
  - Call Center Solution.
  - Microsoft Exchange Server.
  - Microsoft Active Directory.
- Solution must support for SSO.
- Full training sessions should be provided for **IDECO** teams.
- Full Administration training should be provided on-site for **IDECO** administrators to administrate, configure and troubleshoot the systems.
- Provide testing (Development) and production environments.

The software should have a high capability of integrations with existing IT systems, and should be web- based model, and have mobile application and consider simplicity of setup and activation and ease of use, flexibility and adaptability, powerful collaboration and a solid monitoring and reporting tools.

Standards Compliance Matrix

Technical requirements

Criteria and Requirements	Compliance statement Yes/NO
Web Based application (Responsive design)	
Solution is one of the ITSM classified based on the Gartner magic quadrant latest report.	
Have Mobile application	
Remote support tool to support and control end user device – remote assistance	
Ability to integrate with third-party enterprise applications (ERP/ monitoring tool …)	
End user look and feel personalization and easiness of use	
Arabic interface for End-users	
The system should support 5 concurrent analyst licenses and admin licenses and unlimited number of employees	
The solution should support unlimited number of end-users	
The solution can use Active Directory accounts for authentication.	
The solution can achieve SSO	
process and/or migration tools available to load content from legacy systems	
support IVR integration	
ability to meet backup, restore, high-availability and disaster recovery	
The solution can integrate with Active Directory for import of users and meta data (such as phone number, manager, country, department etc.) User metadata is accessible from an open ticket.	
The system should provide different level of privileges and authentications for the users that will restrict their access to the data	
The system should allow attachment uploading	
Should provide ticket categorization	
Should provide severity for each ticket	
Should provide efficient search criteria	
Should provide dashboards and KPIs on the tickets	
Should provide customizable workflow for the tickets the ticket can be forwarded to employees or departments and measure the response time for department and give explanations and feedbacks, Once the ticket is registered it will be forwarded to specific user who will validate and assign it to another user or department for follow up, the system will send a notification Using email to the assigned user	
The System should be bilingual (Arabic and English)	

Specification details:

- **Security consideration:**

1. User IDs and password: Should be compliant with international security standards; the administrator should be able to set password complexity, length, expiry, number of retries and such. (Please specify all available options)
2. Passwords should be saved in encrypted form.
3. Access rights to functionality within the application should be assignable either per user or per group. (Please explain in detail the method used in the system to assign functionality access rights).
4. Web based access to the system through the Internet should use SSL for non-Agent customers and Certificate based access for Agents who have higher access rights. If these options are not applicable, please specify the security used for both Agents and Internet customers.
5. The system should support a method of multi- factor authentication.

- **Training: IDECO requires the following technical training:**

1- System Administration. 2- End User training.

3- ITIL analyst training – Optional.

- **Maintenance and support:**

1. Service provider should provide his Service Level Agreement (SLA) with all available priority/Severity options to be clearly evaluated, however, the support shall be on 9*5 basis.
2. Maintenance and support agreement should Include all changes and enhancements in the Energy industry both mandatory such as MEMR regulations or trends and best practices. The effect of such changes on customized IDECO requirements if and when they exist will also be part of the agreement and would not require a Change request.
3. Service provider should be clearly identifying the changes/new requirement or any enhancement time frame of implementation and become ready of use.
4. Any support Incident that occurs due to a bug in the system or the supporting documents will be considered free of charge regardless of the number of support hours or the severity of the bug.
5. The agreement should include categorization of severity levels, with Max times for the solution or the TEMPORARY work around. There should also be a formula where severity level increases with time.
6. Reimbursements for failures to give the proper support should be clear and quantifiable in the agreement.

- **Documentation:**

1. IDECO expects the vendor to provide the following system and implementation documents.
2. System operations manual such Backup/restore, Archive/Retrieve, error handling and such. These procedures will also be inspected and tested before cutover.
3. System administration guide and reference; which will be used by the system admins for daily administrative operations such as defining users, assigning privileges checking logs and such.
4. User Manuals: IDECO Internal user manual, Agents specific user manual.
5. System interfaces document: Should contain detailed information about each interface, setup, operation, error check … etc.

6. System Processes.

SLA (Service Level Agreement)

Detailed SLA containing categorization of incidents with associated reporting time for each category. The triage methodology for incidents. In addition, provide clear responsibility level in case of any incident could happen and have a negative impact on IDECO.

Functional Requirement

Request Fulfillment Functional Requirement	Compliance statement Yes/NO
Ability to create different workflows with (different subtask) for different type of requests	
Ability to send automatic notification updates to requestors when a request reaches a specific point in the workflow.	
Ability to migrate the Service request from old System	
The End-users can cancel their service requests through the self-service portal (with automated email notification to assignee)	
Ability to report on Service Request history and trends, by category /subject of Request and by Requestor.	
Incident Management Functional Requirements	
automatically create an incident via an inbound email	
Ability to escalate one Incident for multiple assignees based their level of support.	
Ability to manage and link incident records to SLA service modules.	
Ability To Define incident management process including identification, logging, categorization, prioritization, initial diagnosis, then escalation 2nd level identification, diagnosis, resolving and recovery, then closing and logging	
Problem Management Functional Requirements	
Ability to automatically update status or close all related incidents to a problem upon updating of status or closure of the problem	
Ability to integrate problem management with incident and change management, for example, ability to associate problem records with change records and incident records.	

Ability to view the impacted CIs and IT services that related to a problem record	
Change Management Functional Requirements	
Providing automated email notification when change is updated, status change, etc.	
Ability to easily reschedule changes and identify scheduling conflict	
Ability to send automated notifications to assignee based on scheduled start time to remind them of the change.	
Ability to send notifications for delayed scheduled changes.	
Ability to use different process flows according to urgency	
Ability to migrate the change request from old System	
Ability to provide proactive notification and approval workflow to stakeholders for changes with critical business impact, collisions and compliancy issues	
Service Catalog Functional Requirements	
Ability to support a structured content framework such as (services, subservices, etc.).	
Ability to organize services into logical groupings or hierarchical structures	
Ability to quickly find services via a search engine	
Ability for Service Catalog to integrate with Configuration Management Database	
Provides Workflow tool allowing definition of service from initial request to fulfillment. It should also be able to identify/associate approval points required during the Workflow until final delivery is successfully accomplished	
The ability to measure service quality and timeliness against defined benchmarks and/or metric guidelines. (SLA, OLA and UC tracking and reporting)	
Service Level Management Functional Requirement	
Ability to provide different level of support for the same service	
Ability to provide different type of severity definitions for SLA's	

Ability to automate service availability and performance thresholds monitoring against defined SLA's	
Ability to store Service Level Management information (SLA's, OLA's, reports in CMDB as structured data	
Ability to integrate with project management systems	
Ability to automate the management of service level targets in the terms of automated business rules, alert, escalation and notifications	
Ability to report on SLA achievements vs SLA targets.	
Asset Management Module	
The System should be able to discover assets such PCs, Servers, SNMP enabled devices and assign it to specific user or department	
The system should support 500 IT assets, and unlimited number of non-IT assets	
The System should be able to add assets manually in CMDB	
The system should give inventory information of the PCs and servers such Processor, Memory, Disk space, Serial number, installed software …etc	
The system should give the technician the ability to make remote control on the user pcs or to be integrated with other remote-control tool such Microsoft remote connection	
The system should track the changes happening on the asset and its ownership	
The system should give the ability to import the asset from Excel sheet or CSV and assign automatically to their users	
The system should be flexible to add any custom fields/attributes to the assets with different formats such data, numbers, text, single/multiple lines or Dropdown list	
Ability to integrate with LDAP to pull custom properties about users and their assigns computers.	

Ability to normalize create, calculate, import, export inventory data from the current managed devices.	
Support computer management tools on managed devices like (ping, traceroute, event viewer, and local computer management).	
Zero Touch Migration (Backup data and profile, Installation, Inject drivers, Configuration, Software installation, Patching, Restorer data and profile).	
Ability to apply multiple types of roles on manage devices, like (normalize existing data based on IDECO needs, calculate data based on inventory attributes, map data to another inventory attribute, LDAP property import and export, custom third-party integration to retrive information about devises like model /serial number / support status and licenses information).	
Ability to return feedback after any package distribution.	
Ability to Manage and Secure Windows and Mac devices from one console with easy enrollment and policy management, and lock device, wipe device, push application to the devices, control device features like camera, bluetooth etc.	
The system should discover installed software's automatically and able to check Software licenses compliance including windows licenses.	
Knowledge Management Functional Requirements	
The system should provide Built-in knowledge base service	

The system should provide an easy way to search articles in knowledge Database by using different methods such as search by using (words, number, category, etc.)	
The system can raise visibility for most relevant and used solution	
Supports different types of search methodologies such as search by (including metadata, hierarchical/drill-downs, attribute, category, Web, and so on ..)	
Ability to create knowledge management entries from incident, problem and change modules	
Ability to manage full life cycle of knowledge articles through administration capabilities (such as editing, review, approval, publishing, usage monitoring, etc.)	
Ability to have a rich-text editor (RTE) that supports links within documents, document-to-document links and attaching images to documents	
Ability to embed Web links, images and objects into knowledge articles eg., screenshots, image, PDF, Excel, etc.	
Reporting Functional Requirements	
Generate reports for statistical and historical analysis	
Ability to report time, materials, and cost spent by incidents, problems, and projects	
The System should have a powerful reporting tool to utilize some ready reports or customized reports	
Reports should be able to export to PDF, XLS, CSV or HTML	
Reports should include Charts to help to take decisions	
The System should provide Dashboards to view any required charts or data including Incidents and SLA and Assets Information.	

Departures from Technical Specifications and general conditions

The Tenderer shall fill in the following schedule in case there are any technical deviations from the required or deviate from the standard.

Schedule No.3

No.	Required Particular	Offered Particular
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

Price Summary

➢ The tenderer shall enter in the appropriate columns of this schedule the prices at which each item will be supplied. Prices shall include sales taxes and all related fees.

➢ IDECO **Company is not exempted** from custom duties, sales taxes, import license fees and any other tariffs.

➢ The tenderer shall determine the required time to execution the required services:

Schedule No. (4)

No.	Material	Currency	Unit Price	Total Price
1	**ITSM System & Endpoint Management Solutions**			
Total Contract Price (in words)				

Name(s) of Sureties:
Name(s) and Address of Tenderer:
Tele / Fax: Answer Back Code:

Signature: Position of Signatory: