



الشروط الفنية لتقديم خدمة الصيانة والدعم الفني لقواعد بيانات أوراكل

لأنظمة Oracle E-Business Suite

رقم ()

تقديم خدمة الصيانة والدعم الفني لقواعد بيانات أوراكل لأنظمة Oracle E-Business Suite وذلك حسب جميع الشروط الفنية المرفقة أدناه، بالإضافة للشروط العامة للعطاءات والشروط الخاصة التالية:

1. على الشركات المتقدمة تقديم شهادة تسجيل لدى وزارة الصناعة والتجارة مع رخصة سارية المفعول.
2. أن يكون لدى شركة الصيانة خبرة في السوق المحلي مدة لا تقل عن خمس سنوات في المجال المطلوب، منها خبرة عملية مشابهة لنطاق العمل المذكور.
3. تقديم كفالة الصيانة والدعم الفني لمدة عام بنسبة 10% من قيمة الإحالة الرسمية.
4. أن تقدم شركة الصيانة شهادات ORACLE PARTNER وأية شهادات فنية أخرى في نفس المجال.
5. أن تقدم شركة الصيانة قائمة واضحة بأسماء المشاريع والمراجع (References) التي نفذتها أو قدمت لها الدعم الفني مشابهة لنطاق العمل المذكور.
6. أن تقدم شركة الصيانة العرض على نسختين (Hard copy & Soft copy).
7. أن تقدم الشركة المورد قائمة بأسماء خبرائها في مجال الصيانة والدعم الفني لقواعد بيانات أوراكل لأنظمة Oracle E-Business Suite.
8. أن تقدم الشركة المورد ما يثبت أن خبراءها موظفون لديها وليس على حساب المشاريع.
9. مدة سريان الاتفاقية هي سنة ميلادية واحدة تبدأ من تاريخ استلام الإحالة بشكل رسمي.
10. يتم دفع قيمة الإحالة على دفعتين متساويتين بحيث تبدأ الأولى بعد ستة شهور من استلام الإحالة بشكل رسمي والثانية في نهاية المدة التعاقدية.
11. على الشركات المتقدمة أن تقدم كتاب خطي مع الوثائق المقدمة وذلك بموافقتها على جميع الشروط الفنية الواردة في العطاء.
12. مدة التنفيذ: فوراً وبعد الإحالة بشكل رسمي.





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Scope of work:

Local support for EBS DB & Application technical support services needed for the following:

- **System versions DB & OS used:**
Oracle Data Base Version: **19.27.0.0.0.0**
Oracle Application Version: **12.2.13**
O.S for Oracle Servers Versions: Oracle **Linux 8.x x64**
- **Environments:** Production: RAC DB, UAT, Development

The following point describes the scope of work that the contractor should do:

1. The services include Oracle Databases and Applications Technical Support.
2. After starting this contract, the contractor must do the following and provide an official report that includes recommendations:
 - Managing users and security policy and gives recommendations.
 - Recommend/apply actions that would sustain business continuity and performance.
 - Manage RMAN backup and check backup logs and rewrite the code if needed on both environments production and test, including testing the RMAN backup.
3. Preventive monthly maintenance includes the following but is not limited to:
 - Manage RMAN backup and monitor backup logs and rewrite the code if needed on the above environments.
 - Check & Test RMAN backup.
 - Monitor database and application server logs and trace files and solve any errors.
 - Purge logs as per SEPCO internal policies.
 - Check the space on the OS, and database table spaces.
4. Installing Oracle patches for application & DB if needed and in timely manner according and fully complying to the SLA mentioned in appendix (A).
5. Installing Oracle EBS patches and applying technology bug fixes according and fully complying with the SLA mentioned in appendix (A).
6. Cloning and refreshing the Dev and UAT Environments monthly or as SEPCO demand, & document steps of that.
7. Databases storage organization: Database Space Management, Includes Managing





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- schema objects, such as tables, indexes, and views....
8. Solve defects for installation Oracle DB and development tools.
 9. Performing recovery backup, when necessary, in case of any OS, HW or Oracle Failure, or upon Sepco request.
 10. Conduct Oracle Database Performance and Reliability Tuning and recommend code rewrites to gain best performance.
 11. Reinstallation if necessary, or Migration of supported products to new servers.
 12. Database Integration with third party software.
 13. Changing Configuration on the database level if needed.
 14. Supporting technical team for any technology related tasks.
 15. Assistance SEPCO IT team by recommendations for upgrading Current Oracle DB and application to Upper release process.
 16. Offsite support via Email & Phone during the contract according to the SLA (Appendix A).
 17. The scope should cover Remote support services according to the SLA.
 18. The scope should cover onsite support services if needed according to the SLA Sunday through Thursday from 7:30 a.m. till 4:00 p.m. Amman Local Time (except for **Level 1 and 2** tickets where support is provided 24/7 and the appropriate time for work will be mutually agreed upon by both parties).

Special Terms:

1. The contractor should provide a professional and experienced person(s) who has/have technical and functional experience and has/have the capability to solve SEPCO issues.
2. The contractor should provide details of notification and communication methods according to the service level agreement SLA.
3. The contractor should provide technical support in accordance with the terms and deadlines specified in the Agreement and its Appendices. In the event of its delay in providing technical support or repairing a defect for reasons attributable to it, a daily delay penalty of 0.2% of the total value of the Agreement shall be calculated if the delay is for cases defined as Level 1 or Level 2 in the Service Level Agreement (SLA) Appendix
4. The contractor must sign a CONFIDENTIALITY AND NON-DISCLOSURE





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AGREEMENT.

5. The contractor must maintain the security and confidentiality of SEPCO data that he gains access to it because of applying the scope of this Contract.
6. The contractor must adhere to the standards and controls issued by the National Cyber Security Center.
7. The contractor must comply with all applicable laws, regulations and policies in The Hashemite Kingdom of Jordan, including "Cybersecurity standards and controls for entities contracting with ministries and government departments 2023" and its amendments.
8. The contractor must not keep any of SEPCO data related to the scope of this Contract in their own servers and machines, and if there is a need for that related to the completion of any task in the work scope, the contractor must obtain prior SEPCO approval, and then dispose SEPCO data from the contractor own servers and machines when the need for it no longer exists.
9. Both Parties shall immediately and in writing notify the other Party in the event of any cyber-attack or incident that may affect the relevant systems or data.

Deliverables:

1. Defect Log (symptoms, cause, resolution) Document for every single technical problem solved in the scope of work above that includes symptom(s), cause(s), and resolution(s).
2. Monthly PM log report.
3. Clone process full documentation.

Submission of RFP:

1. The submitted proposal documents must comply with all requirements stipulated in this RFP, including, but not limited to: evidence of previous experience and experts' CVs.
2. The Contractor shall provide two original copies of the complete Maintenance and Support Agreement in Arabic for execution by both parties. A draft of the full agreement must be submitted as part of the RFP proposal. In the event of any conflict or discrepancy between the Arabic version and any other translated version (e.g., English), the Arabic version shall prevail and be deemed the legally binding document.





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Appendix(A)

Service Level Agreement (SLA) – Incident Response Matrix

Severity Level	Problem Characteristics	Response Time	Resolution Time*
Level 1 (Critical)	- Severe problems which prevent normal business operations. - The Customer experiences a complete loss of service. - Work cannot reasonably continue; the operation is mission critical to the business and the situation is an emergency. - The Database or application are down or unavailable and cannot be started up using normal operational procedures. - A critical function that may affect the existing functionality of the applications and there is no workaround available.	1 hours	Within 2 hours, Max: 1 working day
Level 2	- The Customer experiences a severe loss of service with no acceptable workaround available, while the Customer's operations continue in a restricted fashion. - The Customer experiences unavailability of functionality or an incorrect behavior from the database or application which may affect Processes and no acceptable workaround is available. - The database or application experience/display technical errors that allow for access to the system.	2 hours	Within 1.5 working days
Level 3	The Customer experiences a minor loss of service. The problem has a minor impact on the Customer's business.	4 hours	Within 1.5 working days





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Severity Level	Problem Characteristics	Response Time	Resolution Time*
	- The problem is an inconvenience to normal operations. - The Customer experiences minor irregular behavior in certain functionalities of database or application. However, the error cannot be regenerated. - The impact on operations is "inconvenience". However, a workaround can be performed to restore functionality and correct transactions. - Minor technical errors are experienced by the database or application, either regularly or intermittently. These errors do not affect the operations of the system.		
Level 4	- An error or an unexpected behavior is occurring. The Customer experiences no loss of functionalities. However, the issue cannot be regenerated and does not require a workaround to fix the impact. - A new feature or new functionality is being requested which will require a Change Request or similar to be processed.	1 working day	Within 2 working days

The above Severity Levels and Response Times adhere to the fact that Support services are only covered during the normal business hours: Sunday through Thursday from 7:30 a.m. till 4:00 p.m. Amman Local Time (except for Level 1 and 2 tickets where support is provided 24/7).

* The resolution of an issue may be dependent on Oracle's response and/or solution, or internal SEPCO policies, business procedures, infrastructure environment. The contractor will endeavor to resolve the problem as soon as possible, but given the complexity of the software and the dependency on Oracle Support, the resolution times are not possible to predict in advance in some cases.

