

ELECTRICITY DISTRIBUTION
COMPANY (EDCO)
AMMAN - JORDAN
REF. : 1/2024/6599
DATE : 25/04/2024



شركة توزيع الكهرباء المساهمة العامة
(عمان - الأردن)
الرقم :
التاريخ :

TELEFAX MESSAGE

TO	COMPANY :	To Whom It May Concern
	ATTENTION :	
	FAX NO. :	
	COUNTRY :	

SUBJECT : Tender No. 23/2024 Supply and Implementation of ERP / MDM

Dear Sir,

With reference to tender No. (23/2024) for supply and implementation of ERP/ MDM.

Kindly be informed the attached clarifications and EDCO reply for tenderer questions.

Best Regards,

Director General

Eng Reem Hamdan

CC	
From	

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Bidders' Inquires and Answers 7th April

Section Reference	Page No.	Item/Requirements	Question	System	Answers
General			What are the capabilities supported by the HES's in terms of pushing data to the meter management system (Load profile channel data, register reading data, events and alarms)?	MDM	Tenderer shall expect no data pushing is applicable, and data pulling is the target which prove tenderer capabilities in performing a such projects.
General			Describe each of the integrations currently done between EDCO systems: · Type of Integration, technology. · Is the integration done in-house or by a 3rd party.	MDM	2 integrations have been implemented with GIS; CYME (Power Engineering Software) & DMS (Distribution Management System) both are by 3 rd party. Tenderer is recommended to conduct a site survey ahead of the offer.
General			Do all HES and meters support on-demand read commands?	MDM	Yes, it is
General			Do all HES and meters support 2-way operations?	MDM	Yes, it is
General			Provide the quantity and types of the meters supported and connected to each of available HES.	MDM	150 meter of L & Gyr type, 60000 meter of Hexing type & 180000 meter of Holley type (it will be increase to 300,000 meters from different types)
General			How are the existing head-end systems integrated with EDCO current systems?	MDM	Until now Holley HES is system integrated with SAP using API
General			Are you expecting the implementor to provide meters?	MDM	Not for this tender.
General			What is the current Number of meters at EDCO?	MDM	150 meter of L & Gyr type, 60000 meter of Hexing type & 180000 meter of Holley type (it will be increase to 300,000 meters from different types)
General			Should we furnish you with the pricing for SAP licenses over a five-year period, beginning with 300,000 meters and increasing by 4% annually, which amounts to an additional 12,000 meters per year?	MDM	Yes , but the SAP might be upgraded (or replaced upon this tender), anyhow, in tenderer site survey, tenderer can confirm the ERP type and must consider 300 K meters + 10 K Meters License base. Further , please see EDCO tender , item 2.4.3.3
General		Implementation Duration	The expected duration for implementing the MDM is 9 months. Is there a projected timeline for implementing the ERP system, either for each wave individually or for both waves? And what about billing upgrade duration?		The projected timeline for implementing ERP is 12 months. Conversion the billing to S/4 Hana is expected to be (6-9 months)

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General Conditions	4 to 24		We noticed that the RFP contains a section (pages 4 - 24) that seems unrelated to its main purpose, which is the Supply and Implementation of ERP / MDM (Enterprise Resource Planning / Meter Data Management) Solution. This section includes points not applicable to the requested scope, particularly concerning supply and delivery of plant and materials. Can you clarify why this section is included and how it relates to the overall objectives of the RFP?		The sections you've referenced are part of the standard conditions included in all RFPs issued by EDCO. They are meant to provide comprehensive guidelines applicable to a variety of projects and scenarios. Should you find any conditions within these pages not relevant to the specific scope of the ERP/MDM solution being requested, please feel free to disregard them. Our goal is to ensure clarity and applicability across all proposals.
1.2 Current Technology	10	-	There is no mention of SAP Analytics Cloud module in the current technology EDCO has. Please advise.		EDCO indeed possesses the SAP Analytics Cloud (SAC) solution within its suite of technological assets. It is anticipated that further exploration and utilization of this system will be an integral part of the implementation project, enhancing our analytics capabilities. We look forward to collaborating closely on this aspect to fully leverage the SAP SAC's potential in our operations
1.5. GENERAL REQUIREMENTS	12	1.5.8. The ERP / MDM system must integrate with external systems, including but not limited to WF, SCADA, GIS, HR , and MDM. The responsibility of ensuring successful and efficient integration with these systems falls on the ERP / MDM implementer. These integrations are crucial for a unified and efficient operational ecosystem.	Can you please elaborate more about the integration with HR and clarify what is specifically required for this? as the current proposal and requirements documents do not specify any particular needs or guidelines for integrating with HR systems. What is the current HR system?		At present, the specific HR system to be integrated with the ERP solution has not been finalized. However, it is essential that the chosen system supports seamless bidirectional data flow, encompassing all employee-related financial and work information between the HR system and the ERP system. This integration is crucial for ensuring comprehensive data coherence and operational efficiency across both platforms.
1.6. HOSTING REQUIREMENT SPECIFICATIONS	14		1. As stated in section 1.6.1 The system should be cloud-based, while in section 1.6.2.3 The system should be delivered as On-Premise, ensuring that all required infrastructure to be located, installed and fixed in EDCO premises. Therefore, please		We invite bidders to present proposals for both cloud-based and on-premise solutions based on all options requested in the RFP. EDCO will evaluate these options against a set of criteria developed by our internal team to determine the

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			clarify what is required exactly, in terms of what is mandatory and optional. 2. Could you please provide some information about your current data center?		most suitable choice. This approach allows us to consider the benefits of both deployment models in alignment with our organizational needs and future strategy. Our data center is currently under development, and the hardware specifications, including sizing, have not yet been finalized. We anticipate that the successful bidder will contribute to defining the hardware requirements based on the proposed solution's needs. This collaboration will ensure that our data center infrastructure aligns with the demands of the selected ERP system.
2.6. HARDWARE REQUIREMENTS, 1.6. HOSTING REQUIREMENT SPECIFICATIONS	14, 42	2.6.2. The tenderer shall quote the hardware components and EDCO will decide whether to purchase the hardware components or not. 1.6.5 The system provider should provide recommendations for the local infrastructure and hardware requirements necessary to ensure the system's smooth operation. These recommendations should outline the specific hardware specifications, network infrastructure, and any other essential components needed to optimize the system's performance.	For MDM, EDCO requires both hardware requirements/specifications <u>and hardware quotations</u> . For ERP, <u>only</u> hardware requirements/specifications are required. Correct?	MDM	Yes
1.6.4	15	The system provider should demonstrate their commitment to synchronizing real-time data between the backup and the company's local storage systems. The proposal should depict any	Do you mean by the "Backup" is the Disaster Recovery Storage?		Yes

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		additional costs associated with this service (if incurred)			
1.7. APPLICATION MANAGED SERVICES (AMS)	16		Post-ERP system go-live, Does EDCO require a one-month hyper care? which will be succeeded by five years of support? Additionally, for the MDM, you are stating that there should be a nine-month implementation period, followed by an eighteen-month warranty period, and subsequently, five years of support (including Hardware). Correct?		That is correct, and as stated, the details should be clearly submitted for both technical and financial sides.
1.8.1 ERP Modules in scope	17	Financial Planning/forecasting.	EDCO already has a recently implemented planning & budgeting solution on SAP Analytics Cloud. What is the needed exactly? as the ERP requirements include many that are currently available in the solution. Is the required a reimplementation of the whole budgeting process? or a reconfiguration of SAC to integrate with the new ERP with some enhancements?		<p>EDCO already possesses a recently implemented planning and budgeting solution on SAP Analytics Cloud (SAC). Given that the ERP requirements overlap with functionalities currently available in SAC, clarification is sought on whether a complete reimagination of the budgeting process is necessary, or if adjustments and enhancements to SAC for ERP integration suffice.</p> <p>In response, EDCO anticipates revisiting the existing configuration of our SAC solution to evaluate and implement necessary improvements. This review will occur irrespective of whether these functionalities form part of the standard ERP system or are specific to SAC. Our objective is to ensure that our planning and budgeting processes are optimized to leverage the full capabilities of both the ERP and SAC platforms, enhancing overall efficiency and effectiveness.</p>

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ERP/MDM modules in scope 1.8.1. Finance and Accounting Management	17	Treasury Management	Can you please elaborate more on the "Treasury Management" requirements		The specifics of the "Treasury Management" requirements are detailed within the requirements matrix sheet provided in the documentation. This matrix outlines all necessary functionalities, processes, and integrations envisioned for the Treasury Management component of the ERP system. We encourage bidders to review this document carefully to ensure a thorough understanding of the scope and expectations associated with this aspect of the project.
ERP/MDM modules in scope 1.8.6. Customer Service System:	18	Integration with "Renewable Energy Portal"	Can you please elaborate more regarding "Renewable Energy Portal"		The "Renewable Energy Portal" refers to an in-house system developed to comprehensively manage information pertaining to renewable energy. This encompasses applications for renewable energy, tracking the status of these applications, internal approvals, actions required, and financial data associated with each subscriber. The portal serves as a centralized platform to streamline and facilitate the management of renewable energy initiatives within the organization.
ERP/MDM modules in scope 1.8.6. Customer Service System 1.8.10. Customer Service System	18, 20		The "Customer Service" module is included in both wave 1 and wave 2, offering identical features except for the "Integration with Renewable Energy Portal." Which wave would you prefer to have this implemented in?		The "Customer Service" module, including the "Integration with Renewable Energy Portal," is preferred to be implemented in wave 1.
ERP/MDM modules in scope 1.8.4. Procurement and Tendering Management:	18	Tendering	Can you please elaborate more on the "Tendering" requirements		The "Tendering" requirements encompass the comprehensive management of data related to new tenders within the system. This includes the capability to perform comparisons and internal analyses, store all pertinent information and documents related to each tender and bidder, and facilitate the

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					entire approval and decision-making process through the system.
ERP/MDM modules in scope	18	1.8.7. Human Capital Management (HCM): - Time Management. - Personnel Cost Planning (PCP)	For Human Capital Management (HCM) module; there isn't any requirement in Compliance/requirements sheet or any explanation in RFP for what is required from it. Therefore; can you please elaborate more specially on what is required for the Time Management and Personnel Cost Planning (PCP)?		The Human Capital Management (HCM) module requirements, specifically for Time Management and Personnel Cost Planning (PCP), are detailed in several sections of the requirements sheet. The essential expectation from the HCM system is to provide basic functionalities, which include managing employee data, and overseeing both the estimated and actual efforts associated with various types of work, whether for projects or operational tasks. These basic functionalities are crucial for the efficient management of human resources and ensuring that HR activities are in harmony with the organization's overall goals.
1.8.6	18, 19	1.8.6. Customer Service System: - Self-service portal. 1.8.8. Meter Data Management (MDM) * - Customer Portal and Self-Service Tools.	Is there a specific reason why the Self-Service Portal is featured within the Customer Service Module, as well as included in the MDM module? Can you share the requirements for the requested portal?		The inclusion of the Self-Service Portal within both the Customer Service Module and the MDM (Meter Data Management) module is primarily aimed at enhancing customer accessibility. It allows customers to access their information and complete critical transactions and application processes directly through the portal. This approach is designed to streamline interactions and improve overall customer satisfaction by providing a unified and convenient platform for managing their needs and requests.

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1.9.2. Requirements for SAP Solution Proposals, and 1.9.3. Requirements for Non-SAP Solution Proposals:	21		Reference Billing Solution Requirements 1.9.2 and 1.9.3: 1. Does an SAP Solution Provider need only to propose an upgrade to the current billing system? 2. Does a non-SAP Solution Provider need only to propose an integration plan with the upgraded billing system, or must they also provide a new billing system? 3. What are the evaluation criteria for the billing solutions, considering that SAP providers will submit an upgrade and non-SAP providers will submit only an integration plan? (what will the evaluation criteria be based on different offering since the Bill of Quantities will not be the same)		Yes, SAP solution providers are expected to propose an upgrade the current billing system as part of their offer, but it should be presented separately to facilitate a direct comparison. The evaluation criteria will primarily focus on the financial aspect, particularly the Total Cost of Ownership (TCO). For non-SAP providers, there is no requirement to propose an upgrade to the current system; however, they have the option to suggest replacing the current billing system. It is crucial for non-SAP proposals to include an integration plan with the current billing system to ensure eligibility. EDCO retains the discretion to select only the upgrade portion from SAP submissions. For non-SAP providers, ensuring the integration with the ERP system is their responsibility. It is indeed a viable option to continue with SAP for the billing system while integrating it with a non-SAP ERP system, highlighting the need for seamless integration between the systems.
1.9. BILLING SOLUTION	21	Note on Replacement of Current Billing Solution: It is important for bidders to note that completely replacing the current billing solution is not an option under this RFP. Proposals should focus on integration and enhancement of the existing system rather than suggesting a full replacement	Does this mean that the billing system will continue to operate on SAP but requires an upgrade. Meanwhile, the MDM and ERP system may operate on a non-SAP platform, provided they integrate seamlessly with the billing system, correct?		Yes, as mentioned previously, this scenario is applicable. The billing system may continue to operate on SAP with a required upgrade, while the MDM and ERP systems could be on a non-SAP platform, assuming they integrate seamlessly with the SAP billing system.
Billing- Evaluation Criteria	22	The upgrade proposal will be evaluated based on the clarity and comprehensiveness of the approach, adherence to timelines , proposed hosting solutions, and alignment with	Is there an expected duration for billing upgrade?		The evaluation of the upgrade proposal will focus on the clarity and comprehensiveness of the approach, adherence to proposed timelines, hosting solutions offered, and how well it aligns with the overall ERP system proposal.

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		the overall ERP system proposal			While the specific duration for the billing system upgrade is to be proposed by the bidder, it is imperative that the actual upgrade process does not exceed the period outlined in their proposal.
1.11. Professional Services 1.11.14. Comprehensive System Training	24	Training sessions and ToT for IT and Business, prepare and supply user/operation/system / trainer manuals EUM 1.14.3.11. Knowledge transfer to core team members of configurations and reasoning for them (training). (deliverables section page 29) 1.14.6. Training (deliverables section page 30) 1.14.6.2. Administration Training plan. 1.14.6.3. Administration Training Material. 1.14.6.4. Superuser Training Plan. 1.14.6.5. Superuser Training Materials. 1.14.6.6. End User Training Plan. 1.14.6.7. End User Training materials	Training Sessions, are they for Key users? or end users? and do you need TOT?		The training sessions are primarily based on the Train-the-Trainer (ToT) concept, targeting key users who will, in turn, train the end users. It is expected that the vendor will provide a comprehensive training plan and all necessary materials for end-user training. However, the actual delivery of this training to the end users will be the responsibility of the super user.
TENDERING INSTRUCTIONS Point 20	25	20. The successful tenderer has to submit a performance bond equal to (10%) ten percent of the total amount of the order within (15) 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 (15) days, the purchaser	Is the following the penalty for not submitting a performance bond within 15 days from the date of receipt of the order: 'The purchaser will confiscate the bid bond, and the awarding letter will be cancelled'? If this is not the penalty, could you please clarify what it is?		Yes, the penalty for failing to submit a performance bond within 15 days from the date of receipt of the order includes the confiscation of the bid bond and the cancellation of the awarding letter. This serves as a measure to ensure compliance with the terms of the contract.

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		will confiscate the bid bond and the awarding letter will be cancelled too.			
TENDERING INSTRUCTIONS Point 21	25	The performance bond should be valid for a period; expiring at least one month after receipt of the last consignment in EDCO stores	"expiring at least one month after receipt of the last consignment in EDCO stores" can you please explain it and what do you mean by EDCO Stores		This condition is deemed irrelevant to your specific case
Deliverables section	29	1.14.3.12. Security and Authority matrix.	What do you mean by Security Matrix?		The term "Security Matrix" refers to an authorization matrix that outlines system access and usage permissions. It is a framework designed to manage and control user privileges within a system, ensuring that individuals have appropriate access levels based on their roles and responsibilities. This matrix helps in safeguarding sensitive information and maintaining system integrity by clearly defining who can access, modify, or view certain data and features within the system.
Tender Agreement Summary	30	Tender Agreement Summary	Is this for Hardware?		

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Form of Bid Bond	32, 147	Form of Bid Bond	The RFP presents two forms for the bid bond. Please advise which one to use since one form states that the guarantee shall remain valid for a period of 120 days, and the other states 90 days. Considering the instructions provided in the tendering instructions, specifically point 4, which specifies "The tender is to be held open for acceptance or rejection for a validity period of (90) days from the time fixed for opening the tenders.", the appropriate choice would be the bid bond form that aligns with this 90-day validity requirement. Correct?		<p>It's acceptable for tenderers to submit their bonds by using their own banks forms</p> <p>The validity period of (90) days is required NOT (120) days</p>
Form of Bid Bond	32, 147	Form of Bid Bond	The bid bond form includes the following provisions: "This Guarantee shall remain valid for a period of (90) days from the time fixed for opening the Tenders by ELECTRICITY DISTRIBUTION COMPANY." Additionally, it states, "This Guarantee shall be deemed valid until the submittal of a duly executed Performance Bond" which is intended to apply only to the successful bidder. Given this context, should we consider removing this latter statement?		<p>The period of bid bond may be extended until the study of the offers is completed, and a decision is taken to award. After this point, the bid bonds are returned to the non-winning participants and the bid bond is kept for the winning participant until he submits the required performance bond</p> <p>-In case the (90) days bid bond ends before the awarding decision, the participant have the right to withdraw his offer without any obligation OR to extend his Bid bond for another given period</p>

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1.16. ADDITIONAL REQUIREMENTS 1.8. ERP / MDM MODULES IN-SCOPE	33	1.16.2. The implementation strategy to be adopted for EDCO, is it phase-wise or big Bang? and what is the justifications thereof? These questions have to be answered, along with that, more details are needed in terms of Project Plan, Timeline, and Tasks (a sample project plan is recommended to share for each phase or wave). The proposal should delineate the implementation of modules in two waves, providing comprehensive information on financial details and the anticipated implementation duration. The decision regarding whether to pursue a big bang approach or a two-wave strategy lies within the purview of EDCO. (Page 17)	Do you expect the implementer to propose the strategy for implementation? as page 17 outlines the below following: "The proposal should delineate the implementation of modules in two waves, providing comprehensive information on financial details and the anticipated implementation duration. The decision regarding whether to pursue a big bang approach or a two-wave strategy lies within the purview of EDCO."		Yes, we expect the implementer to propose the most suitable implementation strategy, especially given the complexity and multitude of modules and components involved in our system. It is essential that the implementer provides a recommended strategy for implementation. In scenarios where the project may proceed through multiple phases, a separate high-level plan and detailed financial budget should also be included in the proposal. This approach will help ensure that the implementation aligns with EDCO's objectives and resource capabilities.
1.16. ADDITIONAL REQUIREMENTS	34	1.16.10. Training Methodology for both (Business and IT) · Training plan to build internal knowledge center business and IT within EDCO.	Can you please explain further what do you mean " internal knowledge center " in this statement?		The term "internal knowledge center" refers to a planned Center of Excellence within EDCO that is expected to oversee and manage first-level support for the system in the future. This center will require a comprehensive transfer of knowledge, including documentation and operational procedures, to effectively handle support issues. In addition to the business-oriented training, we anticipate that specialized training will be provided to the IT team to equip them with the necessary skills and information to operate this center effectively.

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2. MDM RELATED CONDITIONS 2.1. SCOPE OF WORK	35	5. Integration with EDCO following systems (*): II. SAP system: a) Customer Information System - SAP ECC - CIS b) Billing System - SAP ECC EHP8	Integration with SAP S/4 HANA billing and customer service modules (upgraded systems) not SAP ECC, Correct?		Yes correct
2. Formation of Contract, 2.4. PROJECT DELIVERY COMPONENTS, 2.8. INSTALLATION AND SET UP PERIOD	39, 43	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. 2.4.1.20. The delivery of the project must be concluded in 9 months from the date of contract (Page 39) 2.8.1. The project shall be handed over to EDCO within nine (9) months from the date of official awarding letter receipt (Page 43)	Is the "date of contract" equal to the "date of official awarding letter receipt"?	MDM	Contract date is starting from the date of award. However, licenses cost will be considered from the date of GO Live.
Form of Maintenance Bond	34	Form of Maintenance Bond	PCT value in the Maintenance Bond form; does this represent 'Percentage of the Contract's Total Value'?		Yes it's a percentage of the total contract value as mentioned in tender document page13
2. MDM RELATED CONDITIONS	35		Is submission of an "MDM Solution" mandatory?	MDM	Submission of an MDM solution will grant tenderer extra marks in evaluation process.
2. MDM RELATED CONDITIONS 2.4. PROJECT DELIVERY COMPONENTS	38	2.4.1.14. UAT sign off is the responsibility of the tenderer	Who holds the responsibility for the UAT sign-off? This responsibility should be shared between EDCO and the supplier.	MDM	User acceptance test is EDCO responsibility but upon tenderer compliances with EDCO technical conditions.
1.11. PROFESSIONAL SERVICES	24	1.11.9. Design and preparation of test script, test data, trial run , and arranging acceptance testing of all modules / scenarios.	what do you mean by Trial Run?		Testing on a real data provided by EDCO

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2.4. PROJECT DELIVERY COMPONENTS	39	2.4.1.20. The delivery of the project must be concluded in 9 months from the date of contract	Is the requested duration (9 months) mandatory? can the proposed duration exceed 9 months?	MDM	Whole project life time mustn't exceed 9 months.
2.4. PROJECT DELIVERY COMPONENTS	40	<p>2.4.1.24. Verification of system performance shall be demonstrated. The Supplier shall discuss in the test procedure the method and any assumptions that will be used to verify that the MDM meets the performance specifications that will be agreed with EDCO</p> <p>2.4.1.26. The MDM shall be subjected to a routine test by EDCO or the tenderer to ensure continued satisfaction of functional and performance-based requirements given in this specification</p>	Can you please share the performance specifications, performance-based requirements?	MDM	A certain test will be implemented on FAT period and SAT period such as: stress test confirming the delivered system full performance with no traffic between MDM and other SWs.
2.4.3. Defect Liabilities Period	41	2.4.3.2. The tenderer shall guarantee the MDM against all defects arising out of faulty design or workmanship for a period of 18 months from the date of commissioning	18 months from going live date. Correct? (the date of commissioning is equal to going live date).	MDM	No , going live is 9 months from awarding date.
2.4.3. Defect Liabilities Period	41	2.4.3.3. The tenderer shall be responsible for applying for and obtaining all permits and trade licenses necessary to provide the services under the agreement. The tenderer shall satisfy itself as to the procedures and timeframes required for such consents and trade licenses. It is emphasized that the responsibility for identifying and obtaining the consents and licenses rests solely with the tenderer	Can you please explain this point and what are the permits and trade licenses needed?	MDM	The wining tenderer is responsible for obtaining vendors' permissions and licenses required to perform any customization and enhancement

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2.9. OTHER REQUIREMENT	43	2.9.3. Anyhow, it's not EDCO responsibility to contact with software supplier(s) neither service provider(s) as Holley, Hexing CYME...etc but EDCO will support & with no any liability to EDCO.	Whose responsibility is it to contact the service provider(s)?	MDM	Its implementer's Responsibility
2.7. MAINTENANCE AND WARRANTY 3.1.3. FINANCIAL PROPOSAL	42, 65	<p>2.7.1. An 18 months warranty period is mandatory for all services, software and hardware including 24/7 SLA for all parts of the scope of supply starting from the date of handing over the project to EDCO. Then, a five (5) years maintenance support must be a part of the offer starting at the end of the 18 months period of warranty completion. Tenderer shall submit 5% maintenance bond of the total offer after warranty completion. (Page 42)</p> <p>The performance bond should be valid up to the final written acceptance by EDCO for implementation and training, this bond will be returned back to the awarded bidder after submitting maintenance bond equal to (5%) of the contract value to cover the warrantee period 24 or 36 months (to be determined) from the date of EDCO's final acceptance letter. (Page 65)</p>	<p>1. Does the maintenance bond <u>only apply to MDM</u>?</p> <p>2. Is the 5% maintenance bond of the total offer required after warranty completion for the <u>MDM offer only</u>, excluding ERP and billing upgrades?</p> <p>3. Is the warranty period for the MDM 18 months? Also, is there any warranty required for the billing and ERP systems?</p> <p>4. Can you please explain the following statement: "the warrantee period 24 or 36 months (to be determined) from the date of EDCO's final acceptance letter."</p>	<p>2.7.1 MDM</p> <p>3.1.3 Financial</p>	Maintenance bond is required for both MDM & ERP as mentioned in tender documents.
2.10.2	45	1. Offered MDM description: j. Firewall & Cyber Security	What are the functions of cybersecurity and firewall?	MDM	Tenderer must offer a comprehensive and integrated solution

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SCHEDULE (G) PRICE SCHEDULE (*)	55	<p>5. HW: 300,000 Meters Size, 15 Min Interval, 18 Months Warranty f. - 10,000 Meters Extension</p> <p>6. SW: 300,000 Meters Size, 15 Min Interval, 18 Months Warranty f. - 10,000 Meters Extension</p>	10,000 Meters Extension should be considered and not 12,000 for the Warranty period? Meaning that after 18 months of going live the total number of meters will be 310,000 meter, correct?	MDM	4% increment is expected as an annual growth , 300k Meters are the system (extendable) , 10 K meters License shall be offered as a fixed price.
SCHEDULE (G) PRICE SCHEDULE (*)	55	<p>7. Maintenance –Yearly Basis - a. - Five Years Maintenance Including Upgrade/ Update For Item 6 b. - Five Years Maintenance Including Upgrade/ Update For Item 7</p>	<p>. Maintenance is for item 5 and 6 and not for item 6 and 7. Correct?</p> <p>. 5 year maintenance which include the yearly increase of meters which is 12,000 meter per year. Correct?</p> <p>. Shall we consider 10,000 or 12,000 meter increase per year?</p>	MDM	<p>. Yes; maintenance is for item 5 and 6 and not for item 6 and 7. Correct? EDCO answer : Yes</p> <p>. 5 year maintenance which include the yearly increase of meters which is 12,000 meter per year. Correct? EDCO Answer : Depends on EDCO needs of the required License (10-20-30 K Meters)</p> <p>. Shall we consider 10,000 or 12,000 meter increase per year? EDCO answer : 10K Meters.</p>
SCHEDULE (G) PRICE SCHEDULE (*)	56	<p>11. Application & License Cost: 15 minutes interval & 300,000 meters d. - Additional License Cost for 10,000 Meters</p>	Shall we consider 10,000 or 12,000 meter increase per year?	MDM	License must be per 10 K Meters
Appendix 1 (Eligible Tenderer), point 3	59	3. A firm that is a Tenderer (either individually or as a JV member) shall not participate in more than one Bid, except for permitted alternative Bids. This includes participation as a subcontractor. Such participation shall result in the disqualification of all Bids in which the firm is involved. A firm that is not a Tenderer or a JV member, may participate as a sub-contractor in more than one Bid.	<p>1. A firm is prohibited from participating in the same bid in multiple roles, specifically as both a Tenderer and as a Subcontractor for another Tenderer, correct?</p> <p>2. An MDM implementor, if not acting as a Tenderer, is allowed to collaborate with multiple Tenderers, correct?</p>	MDM	<p>1. Yes</p> <p>2. Yes</p>
Appendix (2) Clarifications	60	1.2 Multiple Contracts (N/A)	Does this mean that only one financial proposal will be delivered for the entire proposal?	MDM	Yes

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Appendix (2) Clarifications	60	1.3 Alternative Technical Solutions for specified parts of the Services is not allowed	1. Does this imply that for certain parts of the Services, neither workarounds nor alternative solutions are permissible 2. Does it mean that proposing multiple options for these specific parts is not allowed? 3. Could you please detail and identify the 'parts of the Services' where workarounds or alternative solutions are not acceptable?	MDM	1. Workarounds within same solution are permitted as long as it is within the same solution/ software. 2. Not allowed 3. Can not be determined before implementation. However, the basic functionality should be standard.
COUNTER PART AND COMMUNICATION	67	All communication regarding this project will be addressed to EDCO Project Manager . Communication with EDCO can be addressed to the following e-mail and formal proposal can be submitted to the following address	1. Could you share who is the Project Manager overseeing this RFP? 2. Would you please share the email address to send to for communicating with EDCO .		Mr. Tariq Kamal is in charge of this RFP and is the point of contact. tariq.k@edco.jo
2.1. SCOPE OF WORK	69 (35)	Tenderers must offer an integrated MDM solution including above systems that enables EDCO to reach the smart grid. EDCO highly recommends all tenderers to perform a site survey ahead of bidding.	When can we perform a site survey?	MDM	One week ahead of your offer upon tenderer request.
2.1. SCOPE OF WORK	69	Head End Systems: a) Hexing MDC V8.11.0.13_ED2_RELEASE/UAP-UI V3.2.0.0-RELEASE b) Holley MDC version V1.3.24.1.15 (Under upgrade)	How are the existing head-end systems integrated with EDCO current systems?	MDM	Until now Holley system integrate with SAP using API
2.1. SCOPE OF WORK	69	IV. GIS: a) ArcGIS Desktop 10.8.2 by ESRI. (Might be upgraded into ArcGIS Pro) b) ArcFM 10.8.2 by Schneider. (Might be upgraded into ArcFM 11)	Is there ArcGIS Enterprise / Server available and deployed on EDCO servers?	MDM	Yes, it is

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2.1. SCOPE OF WORK	69	V. CYME: CYMdsit 8.2	Is there Web API available and deploy on EDCO site? If not, what is the capabilities of CYME software to integrate with other system?	MDM	'No, it's not , CYME software integrate with GIS system.
2.1. SCOPE OF WORK	69	VI. Call Center (AVAYA IP Office Server Edition R11).	Is there Web API available and deploy on EDCO site? If not, what is the capabilities of AVAYA software to integrate with other system?	MDM	AVAYA software is ready to integrate .
2.9. OTHER REQUIREMENT	77	2.9.1. Mobile Application	Is this application meant for customers or EDCO operators?	MDM	EDCO operators (users)
2.8. INSTALLATION AND SET UP PERIOD	77	2.8.3. Integration works	It is mandatory that EDCO to support and coordinate with other system providers to avail the required information and APIs documents for seamless integration.	MDM	Not mandatory. However; EDCO will help as much as we can.
2.9. OTHER REQUIREMENT	77	2.9.7. Tenderer might be instructed to use EDCO existing backup and firewall systems: - Back-up: NETBACKUP FLEX APPLINCE5250-10TB-36TB - Firewall: FORTIGATE 1800F	Can you elaborate more on this?	MDM	EDCO has an existing systems and tenderer can use both/ any of them instead of offering a new Back up and firewall.
2.10. EVALUATION & QUALIFICATION CRITERIA	78	To EDCO, the tenderer must be the MDM manufacturer; or has a clear consortium or joint venture agreement with the MDM manufacturer	Is it okay for the subcontractor to be the one who has the agreement with the MDM manufacturer? Does the implementation need to be done by the one who has the agreement with the MDM manufacturer?	MDM	No, the main tender must have JV agreement with manufacturer , the agreement must cover all responsibilities as well as implementation
MDM_44_007	80	The vendor shall provide documentation of third-party vulnerability assessments of their development, test and product delivery environments and systems	Do you require onsite or remote vulnerability assessments?	MDM	On site

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Detailed Requirements List	151	Remarks: It is essential to note that remarks provided will not be considered in the evaluation process and will be disregarded.	Given that the RFP mentions remarks provided will not be considered in the evaluation process and will be disregarded, we would like to know if these remarks will be considered during the contract phase and scope of work between the purchaser and the supplier if the project is awarded to the bidder?		To ensure clarity and focus during the RFP and proposal evaluation, as well as during the contracting phase, it is advisable not to provide any remarks at these stages. Technical specifications and designs will be thoroughly discussed during the implementation phase of the project. At this point, the primary consideration will be whether the requirements as stated are fully met. This approach helps streamline the evaluation and contracting processes and ensures that all technical discussions are timely and relevant to the implementation phase.
RQ_PRC_047	155	The system must request the Bill of Materials (BOM) from the relevant department when creating a purchase order, aiming to synchronize the development of the technical specifications (BOM) with the purchasing procedures.	Does the Bill of Materials outline a grouping of multiple items, or does it provide a list of items for procurement?		The Bill of Materials (BOM) outlines a grouping of multiple items. It typically includes not only the primary components requested but also encompasses various subcomponents such as accessories and, in some cases, spare parts.
RQ_PRC_048	155	The system should provide a dedicated screen for specifications, including a filtering system that encompasses the technical specification code, material numbers, material users, bid numbers, purchase orders, tenders, agreements, names and contact details of designated suppliers, name of the requesting/user entity and phone number, examining committee, inspectors, and any recorded notes about the material after use.	Is the request to automate the bidding process including RFQ creation, supplier quotation entry, quotation analysis, awarding, or to record and query bid details on a single screen?		The request primarily focuses on managing all specifications required during the tendering process, rather than fully automating it. The system should be designed to comprehensively capture and organize all information related to the specifications of the materials being purchased, thereby streamlining the tendering process.

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RQ_PRC_049		The system should provide the capability to enter technical specifications and associated documents (technical analysis, inquiries, successful offers, inspections) as well as notes from the user entity and images of the material.			
RQ_GN_003	156	The system should have the capability to execute the required operations while considering their interdependence and adhering to the applicable instructions.	Please provide an example for the mentioned operation with details for the expected solution.		
RQ_GN_004	156	The system should facilitate the archiving of essential attachments and integrate with the existing archiving solution (MFiles).	Please determine the essential attachments and the modules that require these attachments.		The system should facilitate the archiving of essential attachments, particularly within modules related to supply chain and operations. The types of attachments typically include documents received from vendors, internal specifications generated by the company, and occasionally handwritten documents crucial to the transactional process. These attachments must be efficiently integrated with the existing archiving solution, MFiles, to ensure seamless access and retrieval as part of the operational workflow.
RQ_GN_006	156	There should be integration between the meter inspection device and the ERP system.	Please determine the integration points.		The primary focus of integration between the meter inspection device and the ERP system is to ensure that data and results from the inspection process are seamlessly incorporated into the ERP system's meter data records. This integration facilitates accurate maintenance and updating of meter information within the ERP system.

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RQ_GN_008	156	The system should provide the ability to activate a counter for each transaction, and when the counter approaches zero, the system should automatically send an alert/notification.	Please provide more details with example to clarify this point.		The system is required to incorporate a feature that allows the activation of a counter for each transaction. This counter is essential for monitoring the duration and number of days to close specific tasks or resolve complaints, in compliance with the EMRC's distribution performance standards (DPS). As the counter approaches zero, the system should automatically send an alert or notification to ensure timely management and adherence to these standards. This functionality will facilitate effective monitoring and management of performance criteria.
RQ_GN_010	157	The system should be capable of uploading data from an Excel sheet	Please specify the business area/modules that need this capability.		The capability to upload data from an Excel sheet is primarily required for the finance, accounting, work management, project systems, and, in some instances, the procurement modules. This functionality will facilitate efficient data management and integration across these critical business areas.
RQ_GN_011	157	The system should have the ability to integrate with external systems, such as transportation management systems and customer relationship management systems.	Please determine the integration points.		<p>The system must integrate with multiple external systems to ensure seamless operations and data synchronization. Key integration points include:</p> <ul style="list-style-type: none"> - HR workflow - SCADA - GIS - Call Centre - Billing System - MDM <p>These integrations are crucial for supporting various business functions and enhancing overall operational effectiveness.</p>
RQ_ACC_002	165	The system needs to support the definition and handling of	What is the meaning of analytical accounts? Please provide examples		Analytical accounts refer to detailed sub-accounts used within a financial system to provide more specific tracking and

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		cost centers and analytical accounts.			reporting of financial transactions. These accounts are often used to segregate expenses, revenues, and other financial data beyond the general ledger level, allowing for a more granular analysis of financial performance.
RQ_ACC_027	166	The system should handle the calculation and study of doubtful debts provision, including the manual classification and entry of provisions based on aging analysis.	Please provide an example on how the calculation should be done and based on what, assuming that we have overdue invoice for 1000 days?		<p>The calculation of provisions for doubtful debts typically relies on aging analysis, which categorizes receivables based on the length of time they have been outstanding. This analysis helps in assessing the likelihood of collecting debts and determining the necessary provision amounts. Here's how the calculation might be approached, using your example of an overdue invoice that is 1000 days old:</p> <p>1. **Aging Categories**: Receivables are categorized into different aging buckets, such as 0-30 days, 31-60 days, 61-90 days, over 90 days, etc. Each category will have a different risk associated with it, based on historical data about the probability of collecting debts at different stages.</p> <p>2. **Provision Rates**: Based on historical data, each aging category is assigned a provision rate that reflects the likelihood of non-collection. For example:</p> <ul style="list-style-type: none"> - 0-30 days might have a 2% provision rate. - 31-60 days might have a 5% provision rate. - 61-90 days might have a 10% provision rate. - Over 90 days might significantly increase, such as 50% or more, depending on historical trends.

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					<p>3. **Calculation of Provision for Each Category**: Multiply the total amount of receivables in each category by the corresponding provision rate. For an invoice 1000 days overdue, assuming it falls into a category provisioned at 70% (as an example), the calculation would be:</p> <ul style="list-style-type: none"> - Provision = \$1,000 (amount of the overdue invoice) x 70% (provision rate for the category of over 90 days) - Provision = \$700 <p>This provision of \$700 reflects the expected loss on the invoice based on the historical likelihood of non-collection for invoices overdue by 1000 days. It's crucial that the system allows for manual adjustments and entries, as specific circumstances around each account may justify deviations from the standard calculation.</p>
RQ_ACC_032	166	The system should be able to create supplier payment either against PO, or Invoice, or none	What do you mean by none? if there is no invoice or PO how do you want to create the payment? is it a prepayment? please explain		<p>"None" refers to the ability of the system to create a payment without linking it to any specific invoice or purchase order. This could be used for situations such as advance payments, miscellaneous expenses, or other non-standard financial transactions that do not directly correspond to issued invoices or established purchase orders.</p>
RQ_ACC_048	167	The system should provide the possibility of verifying the validity of the soft copies of invoices submitted by the contractors and ensuring their compliance with the agreed contracts and pricing.	What is expected from the system? based on what the system will verify and validate the soft copies of the invoices? Please elaborate more on this requirement with an example.		<p>The system is expected to automatically replicate and process invoices after they are manually entered. This includes verifying and validating the accuracy of the soft copies against contractual terms and agreed pricing. For example, if a contractor submits an invoice for services rendered, the system should cross-reference the invoiced amounts and services with the terms outlined in the contract and the pricing schedule to</p>

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					ensure everything matches and is in compliance. If discrepancies are found, the system should flag these for review.
RQ_ACC_051	168	The system should have the capability to processes and procedures the energy purchase invoices from all sides	What is the main information that needs to be captured by the system for the energy invoice? What are the processes and procedures to be administered in energy purchase invoices?		The system should capture key information from energy purchase invoices, including the quantity of energy purchased, the total cost, and the value of the energy. Additionally, it should maintain records of purchased materials and energy sold, and calculate losses to accurately determine both net and gross profits. This enables comprehensive monitoring and management of energy transactions, ensuring financial accuracy and operational efficiency.
RQ_ACC_055	168	The ability to build cheques register - to track all outstanding cheques	Please elaborate on this point		The system should include a feature to create and maintain a cheques register, specifically designed to track all outstanding postdated cheques (PDCs). This register will serve as a log where each entry details a cheque, including the expected dates of receipt. It allows users to easily check and monitor the status of cheques across different time slots, ensuring efficient management and reconciliation of incoming payments.
RQ_ACC_067	169	The system should have the functionality to calculate key performance indicators (KPIs) for each cost center.	Please elaborate on this point		The system should have the capability to calculate key performance indicators (KPIs) for each cost center, leveraging financial ratios derived from cost analytics. This functionality will allow for the assessment of performance efficiency and financial health specific to each cost center, enabling managers to make informed decisions based on accurate, real-time data. Examples of such KPIs might include cost variance, profitability ratios, and expense ratios, each tailored

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					to the specific operational and financial contexts of the cost centers.
RQ_ACC_093	170	The system should have the ability to manage and monitor remote assets through GIS and GPS tracking	Are there tracing devices installed over the assets? is there currently an integration with GIS or GPS system? what kind of assets need to be tracked?		The assets to be managed and monitored through the system include key company equipment such as transformers, repeaters, and feeders, which are currently maintained within the GIS. There is no requirement for additional GPS integration. The information within the GIS should be seamlessly integrated with the ERP system to enhance tracking capabilities. Any updates to the locations of these assets in the GIS should be consistently and automatically updated in the ERP system to ensure accurate and real-time asset management.
RQ_FIN_002	174	The system should be able to effectively manage and track insurance policy, and provide timely notifications regarding any insurance policy expiration	What type of insurances are expected to be managed and tracked? Please provide more clarification on insurance contracts / item / suppliers		The system is expected to manage and track various types of insurance policies within EDCO, including procurement insurances, device and equipment insurances, and vehicle insurances, among others. Each of these insurance categories is maintained within the current insurance information management system. The system should ensure efficient management of these policies, provide reminders before policy expirations, and enable updates and tracking of all associated insurance contracts, items, and suppliers to prevent lapses and ensure continuous coverage.
RQ_FIN_038	176	The system should have the ability to calculate and apply indirect costs to the budget.	Please list types of indirect costs; are they related to construction projects or normal procurement "insurance, transportation and taxes"?		The system's ability to calculate and apply indirect costs to the budget indeed covers both construction projects and standard procurement activities. Types of indirect costs that the system needs to manage include insurance, transportation, taxes, and other overhead expenses associated with both

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					construction and procurement operations.
RQ_FIN_042	176	The system should be capable of managing and monitoring budgets at the level of responsibility centers and categories.	Budget can be allocated on cost centers / items and account level! please explain what do you mean by responsibility centers and category		The terms "responsibility centers" and "categories" refer to the classification of budget allocations across different cost centers and profit centers within the organization
RQ_FIN_053	177	The system should be able to track and manage warranties and insurances related to suppliers and contracts	Please elaborate on this part (what kind of warranties are related to the suppliers)?		The system should track and manage various warranties associated with suppliers and contracts, such as performance warranties and bid bonds. These warranties are essential to ensure that suppliers meet the specified standards and conditions outlined in their contracts with EDCO. The system's functionality should include monitoring these warranties' validity periods and conditions to safeguard EDCO's interests in supplier engagements.
MDM_04_004	199	The MDM shall be able to initiate a request to an external system to schedule meter read requests for non-smart meters based on the billing cycle received from the CIS	EDCO has currently 300k meters. What's the total of quantity of non-smart meters and smart meters? What's the annual replacement target for non-smart meters?	MDM	EDCO will reach the targeted 300K Meters end of 2025 , but the MDM must be capable to include both smart and non-smart meters. Smart meters now are 160,000 out of 265,000.
MDM_11_006	204	The MDM shall frame billing determinants for net metering (future)	Do you have network meters physically installed on all relevant points of the grid? In case no network meter is physically installed, is there any type of sensor used to collect data?	MDM	Yes, and in case of no meters installed , mostly a power meters are there but for SCADA
MDM_22_001	212	The MDM shall access data through a data object rather than directly from the database	Please to provide what is the capabilities of each of EDCo systems? Is it supported any Web API? If No. What are the recommended ways to connect and access to data?	MDM	Holley HES is connected with EDCO WEB API as well as SAP but another systems (e.g Hexing) are connected with another servers. ESB is highly recommended and tenderer shall conduct a site survey
MDM_27_004	214	The MDM shall support open standards and CIM 61968 based integration with CIS and other enterprise systems	Please to provide which EDCO systems are working based on CIM 61968.	MDM	It's a common model for DMS , but tenderer shall depend on the site survey for other systems.

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MDM_27_005	214	The MDM shall provide web services, application programming interfaces (API), and/or adaptors to support system integrations with other enterprise information systems	Please to provide what are the functionalities available for each EDCO system and which systems have Web API or Web Services?	MDM	Each system has different concern, and regardless the APIs integration, the ESB is highly recommended
MDM_27_006	214	The MDM shall support an enterprise integration strategy using Service Oriented Architecture/Enterprise Service Bus	Is there any ESB tool currently deployed and working on in EDCO site? if yes, please provide us the name of ESB tool.	MDM	No
MDM_27_020	215	The MDM shall call important system functions via SOAP and/or R-EST protocol as per requirements which will be finalized during design stage	<ol style="list-style-type: none"> Are there Web API and Services for each system in EDCO? What is the readiness to use the services for each system? Have all the system's web services been installed and ready to integrate? 	MDM	<ol style="list-style-type: none"> Are there Web API and Services for each system in EDCO? EDCO answer : Yes What is the readiness to use the services for each system? EDCO answer : All systems are in use Have all the system's web services been installed and ready to integrate? EDCO answer : Nothing ready to integrate but AVAYA.
MDM_27_021	215	The MDM shall allow the user-accessible data in the system to be accessed via documented APIs as per the requirements which will be finalized during design stage	Is there any documented API that available of EDCO systems that mentioned in RFP?	MDM	No
MDM_27_033	216	The MDM shall provide a web service client interface for all outbound alerts to send alerts through an enterprise message brokering system (service)	Is there any Message Broker that used or deployed currently in EDCo site? If yes, please provide us the Name of Message broker?	MDM	yes, Zain service supplier
MDM_27_044	217	The MDM shall integrate with meter data analytics system and send data based on a predefined schedule	Is there any data analytics system currently available or deployed in EDCO site? If yes, please provide the name of the data analytics system or software?	MDM	Yes: CYME -DMS are analytical SWs
			Number of Interfaces/APIs on SAP Process Orchestration		4 APIs , 4 PO
			Please clarify whether the EAM systems mentioned are external,		Other Odata services exist or used
					We are looking to Asset account module as mentioned in tender, taking into

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			implemented as SAP modules, or one of the requested requirements.		consideration EAM basic requirements in design.
			Does administration training refer to database administration or management training?		Means DB & System
			Is quoting the hardware mandatory?		No. however recommendation of HW specification is required.
			Does EDCO have a backup solution and storage?		Yes
			As you're requesting Train-the-Trainer (ToT), would you also require an end-user trainer?		Yes, and for the End user training preferably priced.
Compliance		General	Could you please provide us with the word document of the compliance table?		Already provided
Offering		General	Can we offer more than one option for MDM and billing?		Yes, offering more than one option for MDM and billing is certainly permissible.
RFP		General	Pages 20 to 25 of the RFP are talking about supply and delivery of items that are not applicable to our scope, could you please confirm what are the sections that we should comply or not comply with?		The sections you've referenced are part of the standard conditions included in all RFPs issued by EDCO. They are meant to provide comprehensive guidelines applicable to a variety of projects and scenarios. Should you find any conditions within these pages not relevant to the specific scope of the ERP/MDM solution being requested, please feel free to disregard them. Our goal is to ensure clarity and applicability across all proposals.
RFP		General	Is it acceptable to offer an ERP product other than SAP, and our SAP partner sub-contractor conduct the upgrade for your current SAP billing?		Yes, it is acceptable and welcomed to propose an ERP product other than SAP, while having a SAP partner subcontractor conduct the upgrade for your current SAP billing system.

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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 delivery period of the ordered material, implementation of works, or (90) days from the date of the letter of award, which is come later.	6		<p>Does this mean that EDCO has the right to increase or change SoW which might affect the SoW Workload (Man-Days, Number of Resources ... etc.) by not more than 25% of awarded total price?</p> <p>Is this limited to in scope requirements, or it might include requirements that are out of scope?</p>		<p>Yes this is limited to in scope requirements</p> <p>- for the out of scope (if needed) can be covered by change requisites</p>
(80%) of the invoice value to be paid within 60 days of Receipt of EDCO's certificate of acceptance, Receipt of goods at EDCO stores.	17		Does this point mean that EDCO will pay 80% of the agreed prices after 60 days from final implementation acceptance? If so, can we use milestone-based payment terms for our financial proposal?		the Participant can suggest different payment terms as mentioned in tender document page 18
(10%) of the contract value within 60 days from expiration of the guarantee period.	17		If EDCO will hold 10% of the payment until the end of the guarantee period, why does EDCO require a 5% guarantee bond? Can we suggest different payment terms which is related to such projects?		Yes, the Participant can suggest different payment terms as mentioned in tender document page 18

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EDCO's workforce of 1,460 employees is distributed across multiple departments. as follows:	43	License	<p>Could you please elaborate more of the staff who will be using the ERP and MDM solutions? for example:</p> <ul style="list-style-type: none"> - Financial Management: <ul style="list-style-type: none"> o AR, AP, GL (10 Users). o Bank Management (5). o Fixed Assets (10), o Budgeting and treasury (10). - Supply chain: <ul style="list-style-type: none"> o Inventory Management: o Warehouse manager (3). o Warehouse supervisor (6). o Warehouse officer (40). o procurement (10) o tenders (5). - Etc <p>Also, could you please elaborate more regarding:</p> <p>1- UAT Activities will be done on EDCO HQ or in EDCO Branches?</p> <p>2- Training: Number of End user, TOT, IT Admin. etc. who will be trained, and if the training activities will be conducted on HQ or on-site in the EDCO's branches?</p> <p>3- Go-Live Activities is going to be done in EDCO's HQ or in EDCO's branches?</p>		<p>Regarding the staff who will be using the ERP and MDM solutions, we suggest that the bidders propose the optimal structure and number of users per function based on their expertise and understanding of our requirements. For UAT activities, we recommend conducting them at EDCO's headquarters to centralize the testing efforts and manage them more efficiently. However, for end-user training and go-live activities, we advise that these be conducted on-site at each of EDCO's branches to ensure that all local nuances and specific operational needs are adequately addressed and supported.</p>
Committed Information Rates (CIRs) on the links vary according to the actual needs of each site, with 200MB for the main offices and 50MB for other smaller offices.	44		<p>Is there a possibility to increase the speed if needed?</p>		<p>We see no issue with increasing the Committed Information Rates (CIRs) if needed. This can be discussed and agreed upon during the implementation period to ensure that any adjustments meet the specific requirements of each site.</p>

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The objective of this tender is to engage a qualified ERP / MDM implementer for the comprehensive implementation and enhancement of the Billing and customer care solution at Electricity Distribution Company (EDCO). This project aims to establish a modern, core financial and billing system. The scope of the ERP / MDM system implementation may encompass software and hardware, options for onsite or offsite storage, licensing, training, as well as provisions for ongoing maintenance and support.	44		Do you mean by Hardware that we might offer MDM hardware i.e. the meter itself?		No, the scope of this project does not include proposals for meter hardware. The reference to hardware in the context of the ERP/MDM system implementation pertains to the necessary IT infrastructure needed to support the software components of the system,
The ERP / MDM system must integrate with external systems, including but not limited to WF, SCADA, GIS, HR, and MDM. The responsibility of ensuring successful and efficient integration with these systems falls on the ERP / MDM implementer. These integrations are crucial for a unified and efficient operational ecosystem.	46		Are there any additional systems that we might integrate with? If so, please mention them. Also, why does the liability and responsibilities fully fall on the MDM/ERP implementer? Could the liability be mutual among ERP//MDM Solution Provider and other parties?		The requirement for the ERP/MDM implementer to assume full responsibility for system integration arises because most of the other systems are already implemented, delivered, and closed. This makes it challenging to involve their respective teams actively during the ERP/MDM implementation. While it is primarily the implementer's responsibility to ensure successful integration, collaboration and information sharing with other parties are still essential for a seamless process. Additional systems that may require integration, depending on your specific operational needs, could include customer relationship management (CRM) systems, financial planning tools, or other specialized utility management applications.

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	55	Point 1.9.3	Can you please justify why the integration responsibility lies fully with the bidder? And for non-SAP solution Proposal, whom will handle the responsibility on failure of the SAP sections Upgrade's activities solution's provider?		<p>The integration responsibility lies fully with the bidder because it ensures that there is a single point of accountability, which helps in managing and streamlining the integration process effectively. This approach minimizes the risk of miscommunication and coordination issues among multiple parties, which can be critical in complex system implementations involving multiple external systems.</p> <p>Regarding the SAP upgrade, should there be any issues or failures in the SAP sections of the upgrade, the responsibility will fall on the service provider specifically contracted for the SAP upgrade project. This delineation ensures that the expertise specific to SAP systems is directly accountable, providing clarity and focus in resolving any challenges that arise during the upgrade process.</p>
1.15.1. Project team should be dedicated to the project with full-time onsite work during the project, and any replacement of team members necessitates the knowledge and approval of	65		Can we offer different options? because this request will increase the value of the professional services.		<p>Given the scope and magnitude of this project, we strongly recommend dedicating a full-time, onsite project team to ensure its success. While we understand concerns about the potential increase in the cost of professional services, this approach is crucial for maintaining consistency and quality. Offering different options is possible; however, please be aware that deviating from this recommendation could potentially lower the score during the evaluation process, as consistent team presence and stability are highly valued in this context.</p>

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2.8.3. Integration works: Tenderer must be capable to do the integration works if needed without any support from EDCO, integration works with existing systems are a major part of Tenderer works.	77		While we are a non-SAP solution provider, its very important to clarify and to know who will hold the responsibility and liability on SAP Upgrade solution provider mistakes and failures.	MDM	As previously mentioned in point 12, the responsibility and liability for any issues or failures related to the SAP upgrade will rest with the service provider assigned to handle the SAP upgrade. This ensures that the specific expertise required for SAP systems is accountable, maintaining a clear delineation of responsibilities within the project.
2.9.2. Intelligent collection service shall be handled by MDM through a payment application. such as eFwateercom & EDCO SAP system.	77		We are a non-SAP solution provider for MDM and ERP. Kindly clarify and elaborate more in the direction of integration from Collection/Billing systems to MDM solution.	MDM	Based on MDM tender documents, ERP integration with MDM is a part of tenderer scope.
2.9.3. Anyhow, it's not EDCO responsibility to contact with software supplier(s) neither service provider(s) as Holley, Hexing CYME...etc but EDCO will support & with no any liability to EDCO.	77		If partners or vendors decided not to collaborate or the delay resulted from their side, what is the procedures for such actions?	MDM	EDCO can support them only with no any liability. Data pulling strength refers to the tenderer capability in Integration needs
The vendor must demonstrate a capability to enable seamless transitions among diverse hosting environments, ensuring minimal cost and effort are involved in the process. This adaptability is indispensable to cater to possible alterations in the company's IT strategy or infrastructure demands. The vendor should submit the following hosting options, and he has to ensure flexibility amongst the following hosting options:	48	HOSTING REQUIREMENT SPECIFICATIONS	Are we required to propose a solution for each option or select one of the listed options as an acceptable option?		It is essential to propose solutions for all the listed hosting options. EDCO will then select the option that best fits its requirements. Failing to provide proposals for all options could negatively impact your scoring during the evaluation process, as EDCO values comprehensive flexibility and preparedness to adapt to potential changes in its IT strategy or infrastructure demands.
	30	TENDER AGREEMENT SUMMARY	Should we fill in the summary? It appears to be related to shipped items, please clarify.		you can leave the summary without filling out

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The ERP / MDM system is required to support multi-currency transactions with precision up to three decimal places. This feature will enable more accurate financial management and operations in different currency denominations.	46	GENERAL REQUIREMENTS	This looks like billing requirement, is MDM expected to store currency information?	MDM	No
The ERP / MDM system should have mobile accessibility, enabling users to access critical information and perform essential tasks on smartphones and tablets.	46	GENERAL REQUIREMENTS	Is it related to customer access? What are the required tasks in this section?		The mobile accessibility of the ERP/MDM system is primarily intended for employee use, not customer access. This functionality is designed to enable employees to access critical information and perform essential tasks via smartphones and tablets, enhancing productivity and operational flexibility within the organization.
The ERP / MDM system should offer robust security measures, including data encryption, user authentication, audit trails, role-based security, and disaster recovery mechanisms.	47	GENERAL REQUIREMENTS	Do you require database encryption?		Yes, database encryption is required as part of the ERP/MDM system's robust security measures. This is essential to ensure the confidentiality and integrity of the data stored within the system.
The system should be delivered as a Software-as-a-Service (SaaS) solution, ensuring that the data center and infrastructure are owned and managed by the system provider. This approach offers benefits like scalability, cost-efficiency, enhanced accessibility, disaster recovery solutions, and automatic updates.	48	GENERAL REQUIREMENTS	Is it acceptable to offer public cloud option hosted out of Jordan?		As per current regulations, it is not acceptable to host the SaaS solution on a public cloud located outside of Jordan. The data center and infrastructure must comply with local jurisdictional requirements to ensure data security and regulatory adherence.
The system should be delivered as On-Premise, ensuring that all required infrastructure to be located, installed and fixed in EDCO premises. The latest	48	GENERAL REQUIREMENTS	"The second one is OPEX model." Could you please clarify this statement?		The statement "The second one is OPEX model" refers to a costing model where all costs associated with the system, application, and infrastructure are treated as operational expenses (OPEX),

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version of ISO27001 must be complied as a minimum requirement for system and data security for all related requirements. The vendor should submit two costing models in this hosting option. The costing models are related to the systems, applications and infrastructure. The first model is CAPEX/OPEX model, and the second one is OPEX model.					rather than a mix of capital expenses (CAPEX) and operational expenses. In this OPEX-only model, traditional upfront costs (like hardware or software licenses) are converted into a subscription or leasing format, spreading these costs over a defined period, such as five years. This allows for regular, predictable billing periods, typically aligning with the service delivery, and avoids large initial expenditures.
The system provider should provide recommendations for the local infrastructure and hardware requirements necessary to ensure the system's smooth operation. These recommendations should outline the specific hardware specifications, network infrastructure, and any other essential components needed to optimize the system's performance.	49	GENERAL REQUIREMENTS	Is it the bidder's responsibility to provide the required hardware for the system?		It is not necessarily the bidder's responsibility to provide the required hardware for the system. The bidder is expected to recommend the appropriate local infrastructure and hardware specifications necessary for optimal system performance. However, the actual provision of the hardware may be handled by the client or through a separate procurement process, depending on the terms agreed upon in the contract.
Fund Management.	51	ERP / MDM MODULES IN-SCOPE	Could you please elaborate the required tasks under this module?		Budgeting Module
Case Management.	52	ERP / MDM MODULES IN-SCOPE	Could you please elaborate the required tasks under this module?	MDM	Can be declared on a site survey ahead of your offer
Outage management.	52	ERP / MDM MODULES IN-SCOPE	Could you please elaborate the required tasks under this module?	MDM	Can be declared on a site survey ahead of your offer
Integration with Renewable Energy Portal.	52	ERP / MDM MODULES IN-SCOPE	Could you please elaborate more about the required integration?		Renewable energy portal is a workflow system related to customer service and billing modules.
Customer Service System	54	Wave 2	You mentioned the same module in wave 1 & 2, what is the difference between them?		The Customer Service System mentioned in both Wave 1 and Wave 2 includes different phases of deployment or enhancement. In Wave 1, the module might focus on establishing the core functionalities necessary for immediate operational needs, while Wave 2 could

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					involve the integration of additional features, enhancements, or extensions based on the initial implementation feedback and further business requirements. This phased approach ensures a smooth adoption and allows for iterative improvements based on user experience and changing business needs.
Evaluation Criteria: The upgrade proposal will be evaluated based on the clarity and comprehensiveness of the approach, adherence to timelines, proposed hosting solutions, and alignment with the overall ERP system proposal.	56	UPGRADE PROPOSAL FOR SAP ECC 6 TO S/4 HANA:	will this upgrade impact the technical weight for SAP provider over non-SAP provider?		For SAP providers, the upgrade proposal will indeed impact the evaluation significantly. The clarity, comprehensiveness, and alignment with the overall ERP system proposal are crucial and will affect their technical score. For non-SAP providers, the evaluation will primarily focus on how well their proposed solutions integrate with the existing systems. Therefore, their technical score will be influenced by the effectiveness and seamlessness of the integration they propose.
Project team should be dedicated to the project with full-time onsite work during the project	65	TEAM COMPOSITION	Since there are some roles that do not require on-site presence and can conduct their work remotely, is it mandatory to have all resources on-site?		As this is a large project in terms of is scale and because of required and close communication with the business team, we prefer more than 80% from the functional team to be on-site
The delivery of the project must be concluded in 9 months from the date of contract	73	PROJECT DELIVERY COMPONENTS	We believe that a project with that size will need more than 9 months, is it mandatory to deliver the project within 9 months?	MDM	Yes
The tenderer shall provide a detailed description of how it intends to manage the data cleansing & migration process taking into consideration that any data cleansing and data migration are tenderer responsibility.	76	DATA MIGRATION	Could you please elaborate more about the required data to migrate? How many years? And what is the scope of migration data?	MDM	All existing necessary data to reach MDM functionality (life time up to end of maintenance period)

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To EDCO, the tenderer must be the MDM manufacturer; or has a clear consortium or joint venture agreement with the MDM manufacturer.	78	EVALUATION & QUALIFICATION CRITERIA	Is it acceptable to have a partnership certificate with the product vendor?	MDM	A clear written JV (Consortium) is accepted only for this case , and EDCO will deal with one part
Documents and APIs that proves MDM easy integration with EDCO systems, especially HESs along proof-of-concept examples for Holley, Hexing & SAP systems, and integration challenges.	78	EVALUATION & QUALIFICATION CRITERIA	should we add these documents to the technical proposal?	MDM	Yes
Tenderer shall submit a detailed contractual obligation supported by documents such as un priced PO(s)	84	SCHEDULE (B) COMMERCIAL STATEMENTS	Could you please elaborate this point?		This condition does not apply to this type of project so you can drop it
Tenderer shall submit a certificate defining his capability in executing a such services stated in technical specifications	84	SCHEDULE (B) COMMERCIAL STATEMENTS	Is it required for ERP and MDM?, from the product's vendor?	MDM	For both ERP and MDM. Yes
Letter of authorization enabling EDCO to contact with related banks	84	SCHEDULE (B) COMMERCIAL STATEMENTS	What is the required authorization?	MDM	Authorization letter from the bidders that allows EDCO to contact bidders' bank to confirm their financial solvency
Key Personnel	96	Qualification Requirements	Your evaluation weight considers the MDM consultants, what about the weight for the ERP consultants?	MDM	It will be considered
		Licensing	Please clarify the total number of meter scalar channels measurements to be considered from the MDM, please specify the total number of scalar channels (as seen in the requirement "MDM_03_001", the provided list seems all scalar, kindly confirm so and confirm that all of these are needed.	MDM	All meter data shall be easy to transfer into MDM.

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		Licensing	Please clarify the total number of meter Interval channels measurements to be considered from the MDM, please specify the total number of Interval channels for the 60 minutes, 30 minutes, 15 minutes channels.	MDM	The offer base must be 15 Min Interval base
166	165	RQ_ACC_002	What do you mean by analytical accounts? Please provide an example		<p>Analytical accounts refer to specific accounts used to track and analyze more detailed financial data beyond the general ledger in accounting systems. These accounts are used to provide deeper insight into financial operations and are often used for internal reporting and analysis to improve decision-making.</p> <p>For example, suppose a company wants to track expenses related to a specific marketing campaign separately from regular marketing expenses. They might set up an analytical account specifically for this campaign. This account would collect all related expenditures, such as advertising costs, event expenses, and promotional materials. By doing this, the company can precisely assess the financial impact of the campaign and make more informed decisions about future marketing strategies.</p>
167	165	RQ_ACC_003	Kindly provide more details and an example of the multi-Dimensional Cost Center.		<p>A multi-dimensional cost center in an energy distribution company allows for analyzing costs from various perspectives, improving cost management.</p> <p>**Example:** For an energy distribution company, a cost center might be set up for its grid maintenance division. This can be analyzed through dimensions such as:</p> <p>- **Type of Maintenance:** Costs separated by routine maintenance, emergency repairs, and upgrades.</p>

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					<p>- Departments: Expenses tracked across different departments such as Engineering, Operations, and Customer Service.</p> <p>- Regions: Expenses tracked for different geographic areas served by the company.</p> <p>- Time Periods: Analysis of costs over monthly, quarterly, or annual periods to observe trends or seasonal impacts.</p> <p>This approach helps the company pinpoint cost drivers and optimize spending in key areas of its operation.</p>
188	166	RQ_ACC_024	Does EMRC have access to the system chart of accounts? And does EMRC take approval on each account?		<p>EMRC does not have direct access to the system's chart of accounts, nor do they approve each account individually. However, they do influence the structure of the chart of accounts, and the framework for these accounts is derived from guidelines provided by EMRC.</p>
211	167	RQ_ACC_047	Kindly provide more details about how to calculate delay penalties in the event of late payments for invoices.		<p>Delay penalties for late payments of invoices are typically calculated based on a predetermined formula, which will be provided during the design phase of the project. Generally, these penalties are linked to the duration of the delay, with the penalty amount increasing in proportion to the length of time the payment is overdue.</p>
218	168	RQ_ACC_054	Elaborate more about this post check with future dates.		<p>The term "post-dated checks with future dates" refers to checks that are written and issued to be cashed or deposited at a future specified date. This practice is commonly used in business transactions to guarantee payment on a later agreed date. These checks are held until the date indicated before they are processed, allowing for planned financial management and ensuring funds are available on the agreed date.</p>

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229	169	RQ_ACC_065	Elaborate more about the interdepartmental transactions.		Interdepartmental transactions refer to financial exchanges that occur between different departments within the same organization. These transactions typically begin in one department and may pass through or affect several other departments before concluding in another. This process can involve the transfer of funds, allocation of costs, or sharing of resources. Managing these transactions requires careful coordination to ensure accurate accounting and reporting across all involved departments.
232	169	RQ_ACC_068	Elaborate more about asset depreciation additional contribution with customers.		The term "asset depreciation additional contribution with customers" refers to accounting for the depreciation of an asset while considering any contributions made by customers towards the asset's cost. In such cases, the value of the customer's contribution is deducted from the total cost of the asset before calculating depreciation. This ensures that the depreciation expense recorded in the financial statements accurately reflects the company's actual investment in the asset, excluding the portion funded by the customer. This method is particularly relevant in industries where customers may contribute to the cost of infrastructure or equipment that the company later uses to provide services.
248	170	RQ_ACC_084	Elaborate more about visual representation of the assets, their locations, and status.		The visual representation of assets, their locations, and statuses involves the integration of Geographic Information System (GIS) technology with the ERP system. This integration ensures that asset data in the ERP is consistently updated and accurately reflected in the GIS. By using GIS, assets are mapped and displayed geographically, allowing for real-time visualization of their locations

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					and current statuses. This capability is particularly useful for managing physical assets spread across multiple locations, as it provides an intuitive and comprehensive view of asset distribution and condition, facilitating better planning, maintenance, and resource allocation.
253	170	RQ_ACC_089	Elaborate more about integration with IoT devices for real-time asset tracking and data collection.		<p>Integration with IoT devices for real-time asset tracking and data collection involves connecting physical assets to the internet through sensors and other IoT technologies. This setup allows for continuous monitoring and data collection, enhancing operational efficiency and decision-making. A prime example of this is the use of smart meters in utility management.</p> <p>Smart meters are IoT devices that measure electricity, water, or gas consumption in real-time and transmit this data back to the utility provider. This technology not only facilitates accurate and timely billing based on actual consumption but also enables utility companies to monitor usage patterns, detect outages or anomalies quickly, and manage resources more effectively. Such integration supports predictive maintenance, efficient resource distribution, and enhanced customer service by providing detailed usage data that can help both providers and consumers better understand and manage their consumption.</p>
258	170	RQ_ACC_094	Elaborate more about the integration with SCADA system.		Integrating a SCADA system with an ERP system enhances operational control and data utilization by ensuring seamless communication and automatic data updates across business functions. This integration facilitates real-time decision-

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					making, improves asset management by monitoring equipment performance, increases operational visibility for better transparency, and ensures data accuracy across systems. Such connectivity allows organizations to utilize real-time operational data for strategic planning and efficient resource management, ultimately enhancing overall business efficiency.
260	170	RQ_ACC_096	Kindly provide more details about the partial depreciation of the assets.		Partial depreciation of assets refers to the calculation of depreciation expenses, taking into account any customer contributions towards the asset's cost. When a customer financially contributes to the purchase or construction of an asset, that portion of the asset's total value is excluded from the depreciation calculation. This ensures that the depreciation expense recorded only reflects the company's actual investment in the asset. This approach is often used when assets are co-financed by external parties and helps in accurately representing the company's financial burden and asset valuation over time.
299	173	RQ_AST_018	Kindly provide more details about track energy usage and efficiency of assets.		Tracking energy usage and efficiency of assets involves monitoring energy losses during distribution and analyzing consumption patterns. This data helps identify areas for improving energy efficiency and managing assets more effectively, which can reduce operational costs and enhance sustainability.
308	173	RQ_AST_027	Kindly provide more details about how you manage and monitor remote assets through GIS and GPS tracking.		Managing and monitoring remote assets through GIS and GPS tracking is enhanced by integration with the SCADA system. This setup allows for real-time visibility and control from a central control room, enabling efficient oversight of asset locations and conditions.

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317	174	RQ_FIN_002	Kindly provide more details about this point (manage and track insurance policy)		The system is expected to manage and track various types of insurance policies within EDCO, including procurement insurances, device and equipment insurances, and vehicle insurances, among others. Each of these insurance categories is maintained within the current insurance information management system. The system should ensure efficient management of these policies, provide reminders before policy expirations, and enable updates and tracking of all associated insurance contracts, items, and suppliers to prevent lapses and ensure continuous coverage.
351	176	RQ_FIN_036	What are the repetitive budgeting tasks that you want to automate?		The repetitive budgeting tasks we aim to automate primarily involve the annual recurring data entry for budget preparation. Automating these tasks will streamline the budgeting process, reduce manual errors, and free up time for more strategic financial planning activities.
354	176	RQ_FIN_039	Kindly provide more details about the multi-year budgeting.		Multi-year budgeting at EDCO involves preparing budgets that span three years. This approach is known as rolling budgeting, where each year, the budget is reviewed and adjusted to reflect changes and new financial forecasts. This method allows for more strategic planning, as it provides a longer-term perspective and adapts annually to accommodate shifts in company goals or market conditions.
355	176	RQ_FIN_040	What is the project management software that you have?		The project management software is expected to be provided as part of the ERP system to be proposed. This software should integrate seamlessly with other ERP functionalities to ensure cohesive management of projects, resources, and timelines across the organization.

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359	177	RQ_FIN_044	Kindly elaborate more about this "throughout the approved two-year budget period."		Multi-year budgeting at EDCO involves preparing budgets that span three years. This approach is known as rolling budgeting, where each year, the budget is reviewed and adjusted to reflect changes and new financial forecasts. This method allows for more strategic planning, as it provides a longer-term perspective and adapts annually to accommodate shifts in company goals or market conditions.
371	177	RQ_FIN_056	Kindly elaborate more about the calculation of customer contribution.		The term "asset depreciation additional contribution with customers" refers to accounting for the depreciation of an asset while considering any contributions made by customers towards the asset's cost. In such cases, the value of the customer's contribution is deducted from the total cost of the asset before calculating depreciation. This ensures that the depreciation expense recorded in the financial statements accurately reflects the company's actual investment in the asset, excluding the portion funded by the customer. This method is particularly relevant in industries where customers may contribute to the cost of infrastructure or equipment that the company later uses to provide services.
374	178	RQ_FIN_059	Kindly elaborate more about the connection cost.		The connection cost refers to the fees associated with establishing service for new customers. This includes the expenses involved in connecting new subscribers to the network, which may cover physical infrastructure setup, labor, and any administrative costs required to activate the service. These fees are typically charged to the customer as part of the initial setup process for acquiring utility services.

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385	179	RQ_FIN_070	Kindly provide more details about the integration with external credit reporting agencies.		Credit reporting agencies like CRIF, SECRET
RQ_PRC_047 RQ_PRC_048 RQ_PRC_049 RQ_PRC_050 RQ_PRC_051	155	ERP Requirements	Please elaborate further regarding the business process (in terms of steps or process flow) related to the following requirements: RQ_PRC_047 RQ_PRC_048 RQ_PRC_049 RQ_PRC_050 RQ_PRC_051 RQ_PRC_052 RQ_PRC_053		This can be elaborated during the implementation project
RQ_MNT_043	186	ERP Requirements	Please elaborate further regarding EDCO business needs in the context of the subject requirement ("The system should be capable of tracking materials and personal covenants that require periodic inspection and calibration and sending notifications prior to the designated deadline").		The requirement for tracking materials and personal covenants that necessitate periodic inspection and calibration is crucial for EDCO's operational efficiency. This capability within the system is primarily aimed at supporting EDCO's periodic and preventive maintenance strategies. The system should ensure that all tools, equipment, and critical materials that require regular calibration and inspection are meticulously monitored. Additionally, the system should be equipped to alert the responsible personnel ahead of the upcoming deadlines, ensuring that all items are maintained in compliance with industry standards and regulations. This proactive approach helps prevent equipment failures, ensures accuracy in operations, and maintains safety standards across all EDCO facilities.
RQ_WH_020	191	ERP Requirements	Please elaborate further regarding EDCO business needs in the context of the subject requirement ("The system should have the ability to manage asset tagging and labeling systems.")		EDCO's requirement for a system capable of managing asset tagging and labeling is focused on issuing unique asset numbers to each piece of equipment and infrastructure. This functionality is essential for efficiently

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					tracking and managing the vast array of assets throughout the organization. By implementing a robust asset tagging and labeling system, EDCO can enhance asset visibility, facilitate accurate and quick identification for maintenance and audits, and ensure better accuracy in asset management. This system will help maintain a comprehensive inventory, improve operational efficiency, and support effective decision-making regarding asset utilization, maintenance schedules, and long-term asset planning.
		General	As an investment with EDCO, can we add another option with special offering related to providing EDCO of Oracle solutions, replacing existing SAP components with appealing TCO in comparison with SAP upgrade components activities TCO.		EDCO is open to considering all options, including the proposal to provide Oracle solutions as an alternative to existing SAP components, provided that all the requirements outlined in the RFP are fully met. If the proposed Oracle solutions offer a more appealing Total Cost of Ownership (TCO) compared to the TCO for SAP upgrade activities, such options are welcome for evaluation.
RQ_PRC_047		ERP Requirements	Could you provide us of sample of the BOM used currently in EDCO.		Of course, this can be provided
	48		Is EDOC looking for On-prime or Cloud Solution		EDCO is open to both on-premise and cloud solutions, as well as the additional three options mentioned in the RFP. The organization is considering all viable technology deployment models to ensure the chosen solution best fits its operational needs and strategic goals.
	48		If it's a cloud solution as per RFP, the data will remain in Jordan, is it true?		Yes, that is true
			Do we need to submit an AMS Proposal separately or is it part of this Proposal?		Yes, please submit the AMS proposal separately from this main proposal. This will help ensure clarity and specificity in evaluating the services and support offered for system management and maintenance.

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	52, 53		Is CRM part of WAVE 1 or WAVE2- it's mentioned in both phases.		Wave 1
	52		is EDCO considering SF for HCM, they don't use SAP for HR, please confirm.		Full-fledge HR system is out of the scope of this system
			Does MDM and S/4 Migration be in sync or can they go separately?		This is up to the implementor choice and recommendation
			Finance Summary - 111 needs clarification.		Specific concern not shared
			Could you kindly incorporate a column titled 'Number of Users on the System' into the table on page 43, resembling the format		Attached Below

Modules	Department	Number of System users
General Ledger	Acc Dpt, Fin Dpt	10
Account payables	Acc Dpt	6
Account Receivables	Acc Dpt	4
Treasury	Fin Dpt	2
Fixed assets	Acc Dpt	10
Cash management	Acc Dpt	3
Projects	Tech Dpt	10
Procurement	Pro & Inv Dpt	25
Inventory	Pro & Inv Dpt	36
Sales and distribution	CS Dpt	8
Plant maintenance	Tech Dpt	10
Extended warehouse		Included with Inventory
Human resources	HR Dpt	20
Billing	Billing Dpt	389
Customer services	CS Dpt	Included with Billing users
Developers	Applications Dpt	8
Database administrators	Applications Dpt	2
	TOTAL	543