



YW- FARA 7-2.1/2023

**Comprehensive Subscribers Survey (CSS)
for Jerash & Ajloun Governorates**

شركة مياه اليرموك
مديرية العقود والمشتريات
اربد - شارع بغداد
<http://www.yw.com.jo>

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1. ACRONYMS & ABBREVIATIONS

ANSI	American National Standards Institute
AWWA	American Water Works Association
BS	British Standards
BSP	British Standards Pipe
DI	Ductile Iron
DMA	District Meter Area
DN	Nominal Diameter
DZ	District Zone
EPDM	Ethylene Propylene Diene Methylene
GIS	Geographic Information System
ISO	International Organization for Standardization
MID	Measuring Instruments Directive
NRW	Non-Revenue Water
NSF	National Science Foundation
PN	Nominal Pressure
QA	Quality Assurance
QC	Quality Control
DLS	Department of Lands & Survey
SS	Stainless Steel
X7	PURCHASER Billing System
JSMO	Jordan Standard and Metrology Organization
NGO	Non-governmental organization

2. FORM OF INVITATION TO BID



COMPREHENSIVE SUBSCRIBERS SURVEY (CSS) for Jarash & Ajloun Governorates CONTRACT NO. YW- FARA 7-2.1/2023

- 1- Yarmouk Water Company (YW) invites all interested eligible bidders to bid for contract No. YW – FARA7 – 2.1– 2023 “Comprehensive Subscribers Survey (CSS) for Jarash & Ajloun Governorates.
- 2- The Scope of Work is as follows:

This project aims to build accurate Customer Information System (CIS) and Geographic Information System (GIS) databases for Water and Wastewater Customers for Jerash and Ajloun Governorates by:

 - Provide a single, comprehensive, and integrated solution (software) to enter all data related to the field survey according to the form prepared.
 - Conduct a Comprehensive Customer Survey for Jerash and Ajloun Governorates to create an accurate customer database system for water and wastewater services and upgrade the existing water and wastewater customers' system and Geographic Information Systems (GIS).
 - Archive all sewer, water & illegal use customers' files using the existing archiving system upon YW requirements.
 - Integrate existing Archiving databases, comprehensive customer survey database, and collection routing system together.
 - Integrate the outcomes of this project (comprehensive customer survey CSS) with YW customer system and GIS databases to be updated and accurate customer information system and GIS for water.
 - At the end of the project, the contractor shall provide the followings:
 - Correct water meter/customer data and provide a list of meters that need to be relocated.
 - Identifications of “un-located” or “lost” subscribers, cases of illegal water use, or connections.
 - Optimizing meter-reading routes to increase the productivity of meter readers.
 - Conversion of paper records to an electronic system to preserve subscriber's records.
 - Update the GIS and CIS databases to reflect the outcomes of the survey.
 - The remedy works shall include at a minimum: fixing of meter alignment, relocation of customers' meters, and improvement of seal conditions.
- 3- The nationality of the main bidder, Joint venture (JV) partners and/or any of the partners shall be according to USAID geographic code #937 (The United States, the recipient country, and developing countries other than advanced developing countries, but excluding any countries that are prohibited source).
- 4- The material in this tender should comply with Geographic Code 937.
- 5- The proposals submitted by the bidders shall comprise Three sealed envelopes marked as envelope No. 1, "Tender Security", envelope No.2, "Technical Proposal", and envelope No.3, "Financial Proposal", as the following:
 - a- **Envelope (1)** - Tender Guarantee (Bid Security), with the value of **(9,000 JD) valid for 120 days** after the deadline for bid submission, issued by a Jordanian bank or by a foreign bank through a correspondent bank located in Jordan and shall be acceptable to the Employer or a certified cheque.
 - b- **Envelope (2)** - Technical Proposal.
 - c- **Envelope (3)** - Financial Offer.

- 6- Site visits are scheduled for the project area from YW; Bidders are responsible for their own transportation to the site.
- 7- The Employer has the right to cancel the Tenders without bearing any financial or legal obligations
- 8- The Employer will not be responsible for lost and/or undelivered documents sent by mail, Fax, or similar means.
- 9- The Employer reserves the right to accept or reject any offer and to annul the bid and cancel the procurement process at any time without incurring any liability to Bidders.
- 10- All information provided/submitted by the tenderers shall be accurate, correct, and duly certified.
- 11- Tender advertisement costs will be borne by the winning bidder.

12- Schedule of events

Event	Date and Time	Notes
1. Purchasing start date	16/1/2023 (9:00 a.m. - 3:30 p.m.)	A complete set of the Bidding Documents can be purchased at the address mentioned below for the non-refundable fee of (200) JOD. The document should be obtained by an authorized representative. YW Water Company, King Hussein Street (formerly Baghdad Street) P.O. Box 378 Irbid, Tel Fax: 00962-2-7246859
2. Pre-bid meeting 3. Site Visit	23/1/2023 (11:00 a.m.) at YW offices Jarash & Ajloun 25/1/2023 start at YW offices Jarash & Ajloun	Coordination with following names : -Eng. Qais Obaidat (qais_obaidat@yw.com.jo) -Eng. Bilal Alrabee (bilal_alrabie@yw.com.jo)
4. Last date to submit Inquiries	26/1/2023	Inquiries related to the tender documents shall be sent to email mentioned below: abdelkarim_alzoubi@yw.com.jo malak_abo-zaitoun@yw.com.jo abdelhadi_bataineh@yw.com.jo Furthermore, bidders are obliged to follow up on issuing any addenda to the tender documents or answers to inquiries issued by Yarmouk Water Company's official email letter or YW website.
5. Purchasing End date	1/2/2023	
6. Deadline for submitting bids	8/2/2023 At 12:30 p.m.	

YW General Manager

Eng. Ahmad Ali Al-Batayneh

3. INSTRUCTIONS TO BIDDERS

This section provides the information necessary for bidders to prepare responsive bids in accordance with the requirements of YW It also provides information on bid submission, opening, and evaluation, and on the award of the Contract.

3.1 INTRODUCTION

This project aims to build accurate Customer Information System (CIS) and Geographic Information System (GIS) databases for Water and Wastewater Customers for Jerash and Ajloun Governorates by:

- Provide a single, comprehensive, and integrated solution (software) to enter all data related to the field survey according to the form prepared.
- Conduct a comprehensive customer survey for Jerash and Ajloun Governorates to create an accurate customer database system for water and wastewater services and upgrade the existing water and wastewater customers' system and Geographic Information Systems (GIS).
- Archive all sewer, water & illegal use customers' files using the existing archiving system upon YW requirements.
- Integrate existing Archiving databases, comprehensive customer survey database, and collection routing system together.
- Integrate the outcomes of this project (comprehensive customer survey CSS) with YW customer system and GIS databases to be updated and accurate customer information system and GIS for water.
- At the end of the project the contractor shall provide the followings:
 - Correct water meter/customer data and provide a list of meters that need to be relocated.
 - Identifications of "un-located" or "lost" subscribers, cases of illegal water use or connections.
 - Optimizing meter-reading routes to increase the productivity of meter readers.
 - Conversion of paper records to an electronic system to preserve subscriber's records.
 - Update the GIS and CIS database to reflect the outcomes of the survey.
 - The remedy works shall include at a minimum: fixing of meter alignment, relocation of customers' meters, and improvement of seal conditions.

3.2 GENERAL

1. Throughout this RFP document:

- a. "Bid", "tender," and "proposal" and their derivatives ("bidder/tenderer", "bid / tendered/proposed", "bidding/tendering", "bidding document/request for proposal", etc.) are synonymous.
- b. The term "in writing" means communicated via email or in written form and delivered against receipt; the communication protocol is to be approved after the contract signature
- c. Except where the context requires otherwise, words indicating the singular also include the plural and words indicating the plural also include the singular;

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- d. "Origin" means the place where the materials, plant, equipment, and other supplies are mined, grown, produced, or manufactured, and from which the services are supplied
- e. YW requires that bidders/suppliers/contractors observe the highest standard of ethics during the procurement and execution of such contracts. YW will deal with any case where it was found that the Bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or/and coercive practices in competing for the Contract in question, with all the legal means available according to the Jordanian laws and YW internal policies.

3.3 ELIGIBLE BIDDERS

This bid is open to bidders who will pass the Eligibility Conditions check. The Eligibility Conditions are as follow:

1. A bidder may be a private entity or any combination of such entities (Single or any kind of partnership such as Joint Venture, consortium, etc. by providing a signed initial agreement of the following entities:
 - a. Authorized and registered Engineering and consultancy firm with similar experience.
 - b. Authorized and registered certified survey office;
 - c. Registered statistical survey company partner with registered engineering or certified survey office
 - d. Any registered & Certified Company with relevant experience.
2. A Bidder may be a firm that is a private entity or any combination of such entities in the form of a joint venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent.
3. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms.
4. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the bidding process and, in the event the JV is awarded the Contract, during contract execution.
5. NGO offers could be accepted conditionally to:
 - a. As subcontractor but not as any partnership
 - b. The subcontractor initial agreement document must be submitted with the technical offer signed and stamped.
 - c. NGOs must be officially registered in JORDAN.
 - d. In Addition to be compatible with Code #937
6. The Bidders shall provide the financial and audits reports for the last three years (2017, 2018 & 2019), and the Bidder who fails to meet this condition will be disqualified.
7. The Bidder shall not have a conflict of interest. Any Bidder found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest for the purpose of this procurement process if the Bidder:
 - a. Directly or indirectly controls, is controlled by or is under common control with another Bidder;or

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- b. Receives or has received any direct or indirect subsidy from another Bidder; or
 - c. Has the same legal representative as another Bidder; or
 - d. Has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the bid of another Bidder, or influence the decisions of YW regarding this bidding process; or
 - e. Participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which such Bidder is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid; or
 - f. Any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the bid; or
 - g. Any of its affiliates have been hired (or is proposed to be employed) by YW as Project Manager for the Contract implementation; or
 - h. Has a close business or family relationship with a professional staff of YW (or of the project implementing agency, or of a recipient of a part of the funds) who: (i) are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to YW throughout the procurement process and execution of the contract.
8. A firm that is a Bidder (either individually or as a JV member) shall not participate as a Bidder or as JV member in more than one Bid except for permitted alternative Bids. Such participation shall result in the disqualification of all Bids in which the firm is involved. However, this does not limit the participation of a Bidder as subcontractor in another Bid or of a firm as a subcontractor in more than one Bid.
9. The Bidder and his subcontractors, and/or all the members of the Bidder Joint Venture's nationality should be complying individually and collectively with USAID code #937.
10. A Bidder shall provide such evidence of eligibility satisfactory to YW, as YW shall reasonably request.

3.4 ELIGIBLE MATERIALS, PLANT, SUPPLIES, EQUIPMENT AND SERVICES

1. The materials, Plant or contractor's equipment, other supplies, and services to be supplied under the Contract shall have the country of origin referred to USAID code #937.

3.5 CONTENT OF BIDDING DOCUMENTS

1. The bidding documents include the following:
 - a. Section 1 – Acronyms & Abbreviations
 - b. Section 2 – Form of Invitation to Bid
 - c. Section 3 – Instruction to Bidders
 - d. Section 4 – Technical Evaluation and Scoring
 - e. Section 5 – Bidding Forms
 - f. Section 6 – Terms and Conditions
 - g. Section 7 – Scope of Works
 - h. Section 8 – Financial Offer Form (Schedule of Rates)
 - i. Section 9 – Standard Forms
2. Unless obtained directly from YW, YW is not responsible for the completeness of the document, responses to requests for clarification, the Minutes of the pre-Bid meeting (if any), or Addenda to the bidding document. In case of any contradiction, documents obtained directly from YW shall prevail.

3.6 QUALIFICATION OF THE BIDDER

1. Bidders shall, as part of their bid:
 - (a) Submit a written power of attorney authorizing the signatory of the bid to commit the bidder; and
 - (b) Any change in the structure or formation of a Bidder after being qualified and eligible to bid (including, in the case of a JV, any change in the structure or formation of any member thereto) shall be subject to the written approval of YW. Such approval shall be denied if (i) as a consequence of the change, the Bidder no longer substantially meets the qualification criteria; or (ii) in the opinion of YW, the change may result in a substantial reduction in competition. Any such change should be submitted to YW not later than the date of submission of the bid as stated in the bid process timetable; and
 - (c) Submit proposals of work methods and schedule in sufficient detail to demonstrate the adequacy of the bidders' proposals to meet the Technical Specifications and the completion time, as detailed in the Technical Specifications and under item 3.26 below "Evaluation of Technical and Financial Proposals.
 - (d) Submit Audited financial statement and average turnover for the last three years.
2. As a minimum, bidders shall provide the following information:
 - (a) Evidence of access to lines of credit and availability of other financial resources;
 - (b) Current litigation information; and
 - (c) Availability of essential equipment and nominated key personnel.

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3. Bids submitted by a joint venture of firms as partners shall comply with the following requirements:
- (a) The bid shall include all the information listed in paragraphs 3.6.1 and 3.6.2 above.
 - (b) The bid security, the bid, and in case of a successful bid, the Agreement shall be signed to be legally binding on all partners.
 - (c) One of the partners shall be nominated as being in charge (leader), and this authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners.
 - (d) The partner in charge shall be authorized to incur liabilities and receive instructions for and on behalf of all partners of the joint venture, and the entire execution of the Contract, including payment, shall be done exclusively with the partner in charge.
 - (e) all partners of the joint venture shall be liable jointly and severally for the execution of the Contract in accordance with the contract terms, and a statement to this effect shall be included in the authorization mentioned under (c) above, as well as in the bid and in the Agreement (in case of a successful bid); and
 - (f) A copy of the Joint Venture Agreement entered into by all partners shall be submitted with the bid. Alternatively, a Letter of Intent to execute a Joint Venture Agreement in the event of a successful bid shall be signed by all partners and submitted with the bid, together with a copy of the proposed agreement.

3.7 MULTIPLE BIDS

The bidder shall submit only one bid in the same bidding process, either individually as a bidder or as a partner in a joint venture. A bidder who submits or participates in more than one bid will cause all the proposals in which the bidder has participated to be disqualified.

3.8 CONFIDENTIALITY

1. All information provided in this document must remain confidential. All information received from Bidders as part of the Bid Process will be treated on a confidential basis by YW. YW reserves the right to disclose summary information concerning Bids received.
2. Information relating to the examination, clarification, evaluation, and comparison of bids, and recommendations for the award of a contract, shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence YW's processing of bids or award decisions may result in the rejection of the bidder's bid.

3.9 BIDDING COST

1. The bidder shall bear all costs associated with the preparation and submission of his bid, and YW will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

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2. Cost for raise and fall in the cost of labour, plant, materials, goods, consumables and other input to the works are deemed to be included in the bidder financial offer.
 3. The prices quoted by the Bidder shall be fixed and shall not subject to any adjustment during the performance of the contract regardless any reasons.
 4. The Contract shall be tax exempted; all taxes, duties and fees exemptions shall not be applied to this Contract.

3.10 PRE-BID MEETING AND SITE VISIT

1. The Bidder is obliged to visit and inspect the Site for the purpose of assessing, at his own responsibility, expense and risk, factors necessary for the preparation of his Bid and the signing of the contract for the works.
2. A Pre-Bid Meeting and site visit will be conducted at the time and place as described in the Invitation to Bid.
3. All Bidders must confirm in writing (e.g. by fax or email correspondence) their participation. This meeting is open to all Bidders who shall make all arrangements and pay for their own transportation to and from the site and all other costs for attending the Pre-Bid Meeting and site visit.
4. All questions and answers raised will be recorded in the official minutes and circulated to all who purchased the Bidding Documents.
5. All Bidders must include confirmation with their bids that they have received minutes of that meeting.

3.11 CLARIFICATION AND AMENDMENT OF BIDDING DOCUMENTS

1. A prospective bidder requiring any clarification of the bidding documents may notify YW in writing at YW address indicated in the Invitation to Bidder. YW will respond to any request for clarification that he receives before or at the day as stated in the Invitation to Bidder. Copies of YW's response will be forwarded to all bidders, including a description of the inquiry but without identifying its source.
2. At any time prior to the deadline for submission of bids, YW may amend the bidding documents by issuing addenda.
3. Any addendum thus issued shall be part of the Bidding Documents and shall be communicated in writing to all bidders. Prospective bidders shall promptly acknowledge receipt of each addendum in Writing to YW.

3.12 LANGUAGE OF BID

The Bid, as well as all correspondence and documents relating to the bid exchanged by the Bidder and YW, shall be written in English or/and Arabic language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English **or/and Arabic** language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

3.13 DOCUMENTS COMPRISING THE BID

The bid submitted by the bidder shall comprise of two sealed envelopes marked as envelope No.1 "Technical Proposal", and envelope No.2 "Financial Proposal", as follows:

1. Envelope (1) - Technical Proposal which shall address and contains the following parts in the following order:
 - a. **Part I – Bid Security**, with the value as stated in the Invitation to Bid and the Bidding document.
 - b. **Part II– Eligibility**
 - All the required information/documents as explained under sub-section 3.3 above.
 - If the Bidder does not provide these information/documents and does not comply with these requirements will lead to reject his bid immediately.
 - c. **Part III- Detailed Technical Proposal:** in accordance with Section 4 (Technical Evaluation and Scoring), which shall consist of the following sub-parts in the following order:
 - Sub-Part (1) – Relevant Experience
 - Sub-Part (2) - Proposed Personnel
 - Sub-Part (3) - Method Statement (Methodology)
 - Sub-Part (4) – Presentation
 - d. **Part IV - where applicable**, each Joint Venture Bidder shall submit, as part of the Technical Proposal, a written commitment, in the form of a letter duly executed by an authorized officer of each joint venture participant, which,
 - I. confirms each joint venture participant's commitment to the joint venture and acceptance of the joint venture arrangements described in the Proposal;
 - II. confirms each joint venture participant's willingness to provide a joint and several guarantee to the Client to underwrite the performance of the joint venture in respect of the Contract; and
 - III. roles and responsibilities of each partner shall be clearly defined; and
 - IV. identifies which joint venture participant:

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- will assume the leading role on behalf of the other joint venture participants; and
 - will have the authority to commit all joint venture participants

e. Part V- a written power of attorney

- Demonstrating the authority of the person or persons signing the Proposal to bind the Bidder.

f. Part VI – This RFP,

- Signed and stamped as required.

g. Part VII – if applicable, documentary evidence in accordance with this RFP.

h. The Technical Proposal must not contain any cost/financial information. If the Bidder's technical proposal include any cost/financial information or indications that may be interpreted reveals bid price, this will lead to reject the bid immediately.

2. Envelope (2) - Financial Proposal which shall contain the following:

- a) the duly filled-in Form of Bid; and
- b) The Financial Offer (Schedule of Rates) as per the form in section 8, stamped and signed as required.
 - Bidders bear sole liability for examining with appropriate care the Bidding Documents, including those Documents available for inspection and any Modification to the bid documents issued during the tendering period, and for obtaining reliable information with respect to any and all conditions and obligations that may in any way affect the amount or nature of the bid or the execution of the works. In the event that the Bidder is successful, no claim for alteration of the tender amount will be entertained on the grounds of errors or omissions in the obligations of the Bidder described above.
 - The Bidder must provide all documents required by the provisions of the bid dossier. All such documents, without exception, must comply strictly with these conditions and provisions and contain no alterations made by the Bidder. Bids which do not comply with the requirements of the bid dossier will be rejected.

3.14 CURRENCIES

1. The currency(ies) of the bid and the currency(ies) of payments shall be in Jordanian Dinar (JOD) only.

3.15 BID VALIDITY

1. Bids shall remain valid for the period of **120 days** after the deadline for bid submission. A bid valid for a shorter period shall be rejected by YW as non-responsive.

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2. In exceptional circumstances, prior to expiry of the original bid validity period, YW may request that the bidders extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder may refuse the request without forfeiting its bid security. A bidder agreeing to the request will not be required or permitted to modify its bid but will be required to extend the validity of its bid security for the period of the extension.

3.16 BID SECURITY

1. The bid security shall be in the amount of **9,000 JOD**, valid for **120 days** after the deadline for bid submission, issued by a Jordanian bank acceptable to YW. The bid security shall be in the form set out in section 9 or in another form acceptable to YW. The original security must be included with the original bid.
2. The bid security of a joint venture shall be issued so as to commit fully all partners to the proposed joint venture.
3. Any bid not accompanied by an acceptable bid security shall be rejected by YW as nonresponsive.
4. The bid securities of unsuccessful bidders will be returned as promptly as possible upon the successful Bidder's signing the Contract and furnishing the Performance Security.
5. The bid security of the successful bidder will be returned when the bidder has signed the Agreement and furnished the required performance security.
6. The bid security may be forfeited
 - (a) If the bidder withdraws its bid; or
 - (b) In the case of a successful bidder, if he fails within the specified time limit to:
 - (i) Sign the Agreement, or
 - (ii) Furnish the required performance security.

3.17 ALTERNATIVE PROPOSALS BY BIDDERS

If more than one alternative were submitted, the alternative marked with number 1, or similar marking, will be considered as the only alternative. Other alternatives will be disregarded.

3.18 FORMAT AND SIGNING OF BID

1. The bidder shall prepare one original of the documents comprising the bid as described in sub-section 3.13 clearly marked "**original**." In addition, the bidder shall submit **one** copy of the bid and clearly marked "**copy**". One digital copy of each envelope content saved on a Microsoft Windows accessible CD/DVD and formatted in PDF format shall be inserted with the envelope content. In the event of discrepancy between them, the original hardcopy shall prevail.

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2. The original and all copies of the bid shall be typed or written in indelible ink and shall be stamped and signed by a person or persons duly authorized to sign on behalf of the bidder, pursuant to paragraphs 3.6.1 (a) or 3.6.2 (c), as the case may be except for un-amended printed literature.
 3. The bid shall contain no alterations, omissions, or additions, unless such corrections are signed by the person or persons signing the bid.
 4. The bidder shall furnish information as described in the Form of Bid on commissions or gratuities, if any, paid or to be paid to agents relating to this Bid, and to contract execution if the bidder is awarded the Contract.
 5. Failure of the Bidder to comply with the requirements as per above paragraphs 1, 2, 3, and 4 of this section will result in the rejection of its Bid.

3.19 SEALING AND MARKING OF BIDS

1. The Bidder shall:
 - a) seal the original of the Bid Security in an envelope or package labelled, "Bid Security – Original" (the "Bid Security Envelope") and indicate the name and address of the bidder
 - b) seal the original of the Technical Proposal in an envelope or package labelled, "Technical Proposal – Original" (the "Technical Proposal Envelope") and indicate the name and address of the bidder
 - c) seal the original of the Financial Proposal in an envelope labelled with the name of the Bidder and the words, "Financial Proposal – Original" (the "Financial Proposal Envelope") and indicate the name and address of the bidder
 - d) place the sealed Technical Proposal Envelope and the sealed Financial Proposal Envelope in a third envelope or package (the "Outer Envelope").
2. The Bidder shall:
 - a) seal the copy of the Bid Security in an envelope or package labelled, "Bid Security – Copy" (the "Bid Security Copy") and indicate the name and address of the bidder
 - b) seal the copies of the Technical Proposal in an envelope or package labelled, "Technical Proposal – Copy" (the "Technical Proposal Copy") and indicate the name and address of the bidder
 - c) seal the copies of the Financial Proposal in an envelope labelled with the name of the Bidder and the words, "Financial Proposal – Copy" (the "Financial Proposal Copy") and indicate the name and address of the bidder
 - d) with respect to each copy of the Proposal, place one sealed envelope or package containing one of the copies of the Technical Section and one sealed envelope containing one of the copies of the Financial Section in an outer envelope or package labelled, "Copy # _____ – Proposal Documents – name and identification number of the Contract".

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3. All outer envelopes mentioned above must
 - a. be addressed to YW at the address as indicated in this RFP;
 - b. bear the name and identification number of the Contract; and
 - c. Provide a warning not to open before the time and date for bid opening.
 4. If any of the outer envelopes is not sealed and marked as above, YW will assume no responsibility for the misplacement or premature opening of the bid. If the outer envelopes disclose the bidder's identity, YW will not guarantee the anonymity of the bid submission, and this may constitute grounds for rejection of the bid.

3.20 DEADLINE FOR BID SUBMISSION

1. Bids must be received by YW at the address specified in the Invitation to Bid.
2. Bidder shall not have the option of submitting their bids via email or any other electronic communication way other than specified in this RFP.
3. YW may, in exceptional circumstances and at its discretion, extend the deadline for submission of bids by issuing an addendum in accordance with sub-section 3.11 in which case all rights and obligations of YW and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

3.21 LATE BIDS

1. YW shall not consider any bid that arrives after the deadline for submission of bids, in accordance with sub-section 3.20. Any bid received by YW after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

3.22 BID MODIFICATION AND WITHDRAWAL

1. The bidder may withdraw, substitute, or modify its bid after it has been submitted by sending a written notice of the modification or withdrawal is received by YW prior to the deadline for submission of bids.
2. The bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with the provisions of sub-section 3.19, with the outer and inner envelopes additionally marked "modification" or "withdrawal," as appropriate.
3. No bid may be modified by the bidder after the deadline for submission of bids.
4. Withdrawal of a bid during the interval between the deadline for submission of bids and expiration of the period of bid validity specified in sub-section 3.15 may result in the forfeiture of the bid security pursuant to sub-section 3.16.

3.23 BID OPENING - TECHNICAL PROPOSALS

1. YW will open the Bid Security Envelopes, in the presence of bidders' designated representatives who choose to attend at the address, date and time as indicated in the Invitation to Bid and this RFP. The Technical Proposals Envelopes including withdrawals and modifications made pursuant to sub-section 3.13 and 3.22, will be opened only for the bidders submitting accepted bid security in the same session and will be evaluated later.
2. The bidders' representatives who are present shall sign a register evidencing their attendance.
3. Envelopes marked "Withdrawal" shall be opened first, and the name of the bidder shall be read out. Bids for which an acceptable notice of withdrawal has been submitted pursuant to sub-section 3.22 shall not be opened. Subsequently, all Technical Proposal Envelopes marked "Modification" shall be opened and the submissions therein read out in appropriate detail.
4. YW shall announce the Bidders' names at the opening of the Bid Security Envelope and Technical Proposal Envelopes. The financial proposal envelopes of all bidders shall remain sealed until all financial envelopes are opened in accordance with sub-section 3.24. No bid shall be rejected at bid opening except for late bids pursuant to sub-section 3.21 or bids failing to comply with sub-section 3.22 or bids failing to comply with bid security requirements as per sub-section 3.16 and point 1 here above.
5. YW shall prepare minutes of the bid opening, including the information disclosed to those present in accordance with item (3) above.
6. Bids not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances.

3.24 BID OPENING - FINANCIAL PROPOSALS

1. YW shall determine a date and time after the evaluation of the technical envelopes when YW shall open the financial envelopes of the technically qualified Bidders and shall, notify the Bidders of the date and time of the opening of the Financial Proposal Envelopes; carry out the opening of the Financial Proposal Envelopes, including any modifications thereof, of the Qualified Bidders and the announcement of the Qualified Bidders' names and quoted prices in the presence of the Bidder's representatives who choose to attend the opening; and return the unopened Financial Proposal Envelopes, including any modifications thereof, of the Bidders who failed to comply with the technical requirements.
2. YW will evaluate only the financial offer's for Bidders who have been submitted a bid security in accordance with the Invitation to Bid and sub-section 3.15 and 3.16.
3. Bidders' representatives who attend the opening of the Financial Proposal Envelopes shall sign a register to record their attendance.
4. YW shall prepare minutes of the bid opening, including the information disclosed to those present in accordance with paragraph 2 above.

3.25 CLARIFICATION OF BIDS AND CONTACTING YW

1. To assist in the examination, evaluation, and comparison of bids, YW may, at its discretion, ask any bidder for clarification of its bid. The request for clarification and the response shall be in writing, but no change in the price or substance of the bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by YW in the evaluation of the bids in accordance with sub-section 3.27. If a Bidder does not provide clarifications of its bid by the date and time set in YW's request for clarification, its bid may be rejected.
2. From the time of bid opening to the time of Contract award, if any bidder wishes to contact YW on any matter related to the bid, it should do so in writing.
3. Any effort by the bidder to influence YW in the bid evaluation, bid comparison, or Contract award decisions may result in the rejection of the bidder's bid.

3.26 EVALUATION OF TECHNICAL AND FINANCIAL PROPOSALS

1. YW will evaluate the Technical Proposals received prior to the submission deadline and opened in accordance with sub-section 3.23 in accordance with the following:
 - a. Prior to the detailed evaluation of bids, YW will determine whether each Technical Proposal (a) meets the eligibility criteria; (b) has been properly signed and stamped; and (c) meets the requirements as per sub-section 3.6. **Any bid received by YW and did not comply with these requirements shall be rejected.**
 - b. YW will examine each Technical Proposal submitted to determine whether the Technical Proposal is complete and substantially responsive to these Bidding Documents.
 - c. YW will evaluate the Technical Proposals based on the following evaluation criteria:
 - I. YW, in accordance to the sub-section 3.13, 3.24 and 3.25, will carry out a detailed evaluation of the technical bids, in accordance with the requirements set forth and the criteria detailed in section 4 of this document.
 - II. Bidders must obtain a minimum of 55 points out of 70 to pass the technical evaluation, otherwise, their bids will be considered as not substantially responsive and will be rejected.
 - III. Following the ranking of the Technical Proposals, the Financial Proposals of the Bidders with a minimum of 55 points technical score will be opened by YW. **All other Financial Proposals will be returned unopened after the Contract negotiations are successfully concluded and the Contract is signed as stated in sub-section 3.23 and 3.33.**
 - IV. The use of other criteria shall not be permitted. YW reserves the right to waive minor deviations in the evaluation criteria if they do not materially affect the successful implementation of the contract. The technical

proposals that have met the evaluation criteria will be considered as Substantially Responsive Bidders.

2. A substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the bidding documents without material deviation or reservation. A material deviation or reservation is one (a) that affects in any substantial way the scope, quality, or performance of the Works and Services; (b) that limits in any substantial way, inconsistent with the bidding documents, YW's rights or the bidder's obligations under the contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.
3. If a bid is not substantially responsive, it will not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation and will not be considered for evaluation further.
4. Only technical proposals that pass all evaluation criteria shall be determined as "substantially responsive bids" and be considered for financial evaluation.

3.27 CORRECTION OF ERRORS

1. YW shall open the Financial Proposals of the Substantially Responsive Bidders in accordance with sub-section 3.24 and 3.26. YW shall examine each such Financial Proposal to determine whether it is complete and responsive to this document.
2. Bids determined to be substantially responsive will be checked by YW for any arithmetic errors. Errors will be corrected by YW as follows:
 - (a) Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern; and
 - (b) where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern, unless in the opinion of YW there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line item total as quoted will govern and the unit rate will be corrected.
3. The amount stated in the bid will be adjusted by YW in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the bid security may be forfeited in accordance with sub-section 3.16.

3.28 EVALUATION AND COMPARISON OF BIDS

1. YW will evaluate and compare only the bids determined to be substantially responsive in accordance with sub-section 3.26 and 3.27.
2. In evaluating the bids, YW will adjust the bid price of each bid as follows:
 - a. Making any correction for errors pursuant to sub-section 3.27;

-
- b. Applying any discounts offered by the bidder for the award of the contract, and
 - c. The prices quoted by the Bidder are not subject to any adjustment during the performance of the Contract regardless any reasons.
 3. If YW find any serious unbalanced prices in any financial offers of the bidders, it may require the bidder to produce detailed price analyses for any or all items of the financial offer, to demonstrate the internal consistency of those prices with the schedule proposed. After evaluation of the price analyses, taking into consideration the schedule of estimated Contract payments, YW may require that the amount of the performance security set forth in sub-section 3.33 may be increased at the expense of the bidder to a level sufficient to protect YW against financial loss in the event of default of the successful bidder under the Contract.
 4. Bidders have to bid for all items in the Financial Offer Form (Schedule of Rates), noncompliance with this requirement will result in bid rejection.
 5. After application of the established in section (1 to 4) above, the Evaluated Bid Price for comparison of bids will be the total price of the fixed fee for all project three phases.

3.29 AWARD

Subject to sub-section 3.30, YW shall award the Contract to the successful bidder whose bid has been achieved all the requirements in accordance with this RFP and in accordance with the total score of each responsive offer that will be calculated according to section 4.4.

3.30 YW'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

YW reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for YW's action.

3.31 PURCHASE'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD

YW reserves the right at the time of contract award to increase or decrease, by the percentage as per Government Procurement system No.8, 2022 the quantity of goods and services originally specified in the Financial Offer Form (Schedule of Rates) without any change in unit price or other terms and conditions.

3.32 NOTIFICATION OF AWARD

1. Prior to expiration of the period of bid validity prescribed by YW, YW will notify the successful bidder in writing that its bid has been accepted. This letter (hereinafter and in the Conditions called the "Letter of Acceptance") shall specify the sum that YW will pay the contractor in consideration of the execution and completion of the Works and Service and the remedying of

any defects therein by the contractor as prescribed by the Contract (hereinafter and in the Conditions called "the Accepted Contract Amount").

2. The notification of award will not constitute the formation of the Contract, which only becomes effective upon signature by both parties.
3. Upon the successful bidder's furnishing of the performance security, signing the Contract Agreement and start performing and commence the contract as per the active date. YW will promptly notify the name of the winning bidder to each unsuccessful bidder and will discharge the bid security of the unsuccessful bidders, pursuant to sub-section 3.16.

3.33 SIGNING OF AGREEMENT

1. At the same time as YW notifies the successful bidder that its bid has been accepted, YW will send the bidder the Contract Agreement Form, incorporating all agreements between the parties.
2. Within days as stated in the Terms and Conditions, the successful bidder shall sign the Contract Agreement and return it to YW, together with the required performance security. After confirmation that the performance security is acceptable, YW will sign the Contract Agreement.
3. Upon fulfilment of sub-section 3.32, YW will promptly notify the other bidders that their bids have been unsuccessful, and their bid security will be returned as promptly as possible, in accordance with sub-section 3.16.
4. The performance security shall be in the amount of 10% of the Accepted Contract Price and in the same currency of the Accepted Contract Price. In the case of joint ventures, the performance security should be issued in the name of the joint venture.
5. The performance security is to be provided by the successful bidder in the form set out in section 8 or in another form acceptable to YW and it shall be issued by a bank located in Jordan or by a foreign bank through a correspondent bank located in Jordan and shall be accepted to YW.
6. Failure of the successful bidder to comply with the requirements of sub-sections 3.32 and 3.33 shall constitute a breach of Contract, cause for annulment of the award, forfeiture of the bid security, and any such other remedy YW may take under the Contract, and YW may make awarding the Contract to the next ranked bidder or call for new bids.

4. TECHNICAL EVALUATION AND SCORING

This section elaborates the mechanism and criteria will be used by YW bidding's committee who will conduct the process from bids' envelopes opening until the final selection of winning bidder. Next steps reaching to the contract signature will be processed per the procurement policy of YW.

The Bidder shall provide all the information requested in accordance with this section. All forms required to complete the information requested in the following tables are provided in section 5 of these documents.

4.1 STAGE 1: SCREENING

The bidding committee will start screening the received and opened proposals as per sub-section 3.26 and will disqualify any proposal found incomplete, deviating from the RFP conditions, lacking supporting documents, does not include a bidding security guarantee, or in breach of any legislation or RFP conditions.

YW will inform the bidder of the disqualified proposal in writing, and he will be required to return his proposal and be handed the Bid Security.

4.2 STAGE 2: TECHNICAL EVALUATION

The bidding committee will start the technical evaluation for those proposals that passed the screening stage in accordance with section 4.1 above.

The evaluation of the Bidders' Technical Proposal will be solely and absolutely based on the content of the technical proposals of the bidders and the presentation made by them. YW has the right to ask for clarifications, evidence, and reference checks during the evaluation.

The technical evaluation marking and, thus the technical evaluation score of each bidder will be based on the following criteria and details:

- Table 1: Technical Evaluation Criteria and Scoring**

Criteria		Maximum Sub-Score	Maximum Score
1. Relevant Experience	Similar projects	6	6
2. Proposed Personnel	Project manager	Qualification Experience	4
	Task leaders	Qualification Experience	4
	IT Data base design	Qualification Experience	3
	GIS specialist	Qualification Experience	4
			17

	Certified Surveyor	Qualification Experience and certification	2	
3. Method Statement (Methodology)	Work Plan and Time Schedule		10	32
	The proposed method for managing and implementing the project and managing the staff		12	
	QA/QC plan		5	
	The company's understanding of the contract & project requirements		5	
4. Presentation	Explain the methods and criteria to be used		5	15
	Innovative procedure to be used		5	
	Questions and Answers		5	
Total				70

The **Eligible bidder (Technically)** should score **at least 55 marks out of 70** to pass the technical evaluation and then to proceed to the next step (**Financial Evaluation**).

In the following elaboration, YW is providing elaboration on the meaning and scope of expectations on each of the evaluation criteria.

The Highest Technical evaluation will get full Mark out of 70 and the remaining bidders will be given Pro-Rata Marks.

4.2.1 Relevant Experience

Each Bidder shall provide at least two major similar experience of the Bidders needs to be assessed in relation to the fields of expertise required to achieve the intended outcomes of the project. Information required should include the following:

1. Project name
2. Brief description
3. Role of the contractor
4. Project cost (tender price, variation, final cost)
5. Duration of the project in month
6. Client's name and their contact
7. Documentation: supportive certified documents

Similar project/experience defined as follows:

- a. Main field of experience shall be in the Statistical surveying, GIS experience and IT integration data experience.

4.2.2 Proposed Personnel

Each Bidder shall provide project organization structure and the list of staff (contractor's personnel) as described in sub-section 6.15 and that is proposed to work in this project with their qualification's documents. Please attach Sealed and Signed Commitment Letter from each person. The Bidder shall provide details of the proposed personnel and their experience records using forms PER-1 and PER-2 included in Section 5, Bidding Forms.

4.2.3 Method Statement (Methodology)

Each Bidder shall set out details of the Method Statement for the Works to demonstrate how it will meet YW objective and requirements for this RFP. As a minimum, the Method Statement chapter shall address the following:

1. Work plan and time schedule:

At this stage, it is not required to give exact and/or detailed work plan and time schedule using Primavera P6 software or MS Project.

Though, the bidder shall give in his proposal a tentative plan and time schedule showing the estimated sequence of activities, the estimated start and end date of each, the resource planning, the milestones of baseline and result measurements and the milestones of main projects to be implemented.

Presenting logical and rational sequence of activities, giving each enough time and resources would prove Bidder's deep understanding and experience in the project scope elements. The Bidder is encouraged to pay attention to these evaluation criteria.

2. Brief statement demonstrating the Bidder's understanding of the nature and desired outcomes of the project;
3. Details of the arrangements, approaches and methods which the Bidder proposes to implement for the executing of the Works, in sufficient detail to demonstrate their adequacy to achieve the requirements of the Contract including completion within the Time for Completion stated in the terms and conditions;
4. The Bidder has to provide and demonstrate the IT specifications and design, database design for all project components, human resources management particularly survey team, database integration with the exits archiving database and with other database systems at YW, (data base compatibility and synchronization is a most) targeting proper upgrade for CIS , work plan highlighting activities, deliverables, and time frame.
5. The Bidder shall present and elaborate his commitment level to design and implement proper QA/QC plan.
6. The Bidder shall provide his proposed health and safety plan.
7. Risk mitigation and response. The risk mitigation plan shall address all potential risks of all types, sources, possibilities, and severity levels. The plan shall be as clear and precise as

possible in elaborating mitigation measures and response plans. Moreover, the allocation of responsibilities shall be sound and clear.

4.2.4 Presentation

The Bidder will be invited to give a presentation of his proposal at the time and venue as decided by YW (virtual meetings, if necessary, will be deciding later). The presentation session will be conducted as per the following:

Furthermore, each bidder will present his methodology and IT solution/solutions in front of the evaluation committee during the evaluation process before awarding. In addition to describe and provide project organization structure for all staff to be hired to implement this project.

- a. The presenters will be the proposed project manager accompanied with one of the GIS specialists and the IT database designer.
- b. The presentation shall be given 90 minutes only without interruption and with no chance to extend more under any excuse.
- c. The presentation shall use PDF format and will be submitted in hard and soft copies at the end of the session to YW to be added to the technical proposal content.
- d. The presentation shall not deviate from the submitted proposal, add to it, mention any pricing data, address any of the attendees from YW side by any personal mean or use unclear promises.
- e. The presentation shall be fully Arabic.
- f. Attendees from YW side will be the evaluation team, YW seniors, consultants and any expert YW may find appropriate to invite.
- g. The presentation will be followed by a 15-minute break, where the Bidder team will leave to another reserved room.
- h. YW team will write down questions and clarifications to be submitted to the project manager after the 15-minute break.
- i. Another break for 30 minutes will be given for the Bidder's team to write down answers and clarifications.
- j. The project manager will be back to the presentation room accompanied with the GIS specialist and the IT designer only to submit written answers and clarifications and only 15 minutes will be given to present answers and clarifications verbally.
- k. The written document of questions and answers will be added to the technical proposal.

4.3 STAGE 3: FINANCIAL EVALUATION

1. The prices quoted in the financial proposal should include all activities and components that are described in the technical proposal. In addition to the prices of the IT devices and software licenses, etc.
2. YW will evaluate and compare only the bids determined to be substantially responsive in accordance with section 3.26.
3. In evaluating the bids, YW will adjust the bid price of each bid as follows:
 - a. making any correction for errors pursuant to section 3.27;
 - b. applying any discounts offered by the bidder for the award of the contract,
4. If YW find any serious unbalanced prices in any financial offers of the bidders, it may require the bidder to produce detailed price analyses for any or all items of the financial offer, to demonstrate the internal consistency of those prices with the schedule proposed. After evaluation of the price analyses, taking into consideration the schedule of estimated Contract payments, YW may require that the amount of the performance security set forth in section 3.32 be increased at the expense of the bidder to a level sufficient to protect YW against financial loss in the event of default of the successful bidder under the Contract.
5. After application of the established in section (1 to 3) above, the Evaluated Bid Price for comparison of bids will be the total price of the fixed fee for all project works.
6. Technical offers will be opened to all advanced companies.
7. The minimum mark for companies that will be eligible to open their financial offers is 55/70
8. Financial offers for companies that pass the minimum mark for technical evaluation are opened, and financial offers are returned closed to other companies
9. Submit the financial offer on the form specified in the agreement
10. Arranging the prices offered from the most to the least
11. **The lowest prices are given the full mark out of 30 marks and the remaining will be given Pro-Rata Marks.**

The financial evaluation mark is collected (sum) for the technical evaluation score and the bid is referred to the owner of the highest mark. **The highest evaluated score passed on 55 out of 70 (55/70) at least technically and 30 out of 30 (30/30) financially.**

12. The bidder must submit a copy of the original documents in full and be stamped with the seal of the tenderer office and signed by him.
13. Companies are required to inform the employer in writing of any change that occurs to their main technical personnel

14. The company must take into account that it is not permissible under any circumstances to include in its technical offer what directly or indirectly indicates its price presented in the financial offer.

4.4 STAGE 4: WINNING BIDDER SELECTION

The winning bidder will be selected based on the highest total score of evaluation.

The Winning bidder = the highest technical score +the highest financial score

Quality Cost Base Selection										
Company	Technical Mark	Technical Score (T)	Weight (W)	T x W	Price	Financial Score (F)	Weight (W)	F x W	Total Score	Ranking
XXX										
YYY										
ZZZ										

Below the example for the winning bidder selection

Quality Cost Base Selection										
Company	Technical Mark	Technical Score (T)	Weight (W)	T x W	Price	Financial Score (F)	Weight (W)	F x W	Total Score	Ranking
XXX	55	82.08955 224	0.7	57.4626865 7	5000 00	100	0.3	30	87.4626 87	2
YYY	67	100	0.7	70	8000 00	62.5	0.3	18.75	88.75	1
ZZZ	60	89.55223 881	0.7	62.6865671 6	7000 00	71.4285 7143	0.3	21.428 57143	84.1151 39	3

The winning bidder for the above example is company "YYY"

5. BIDDING FORMS

5.1 LETTER OF BID FORM

Project: ----- Tender No: -----

To: Messer's (The Employer): -----

We have visited the Site and become acquainted with its surrounding conditions and we have examined the RFP documents, the appendixes the other Schedules and Addenda Nos.....for the execution of the above-named Works. We, the undersigned, offer to execute, complete, hand-over and remedy any defects therein in conformity with this bid which include all the above-mentioned documents, for a total sum ----- of Or such other sum as may be determined in accordance with these documents.

We agree to abide by this Tender for a period of (180) days starting from bids submission date and it shall remain binding upon us and may be accepted at any time before the expiration of this period.

If this offer is accepted, we will provide the specified Performance Security in accordance with section 6.11 of these RFP documents, start performing and commence the contract as per the active date stated, and complete the Works, hand it over and remedy any defects therein in conformity with requirements of the RFP Documents within the Time for Completion.

Unless and until a formal Agreement is prepared and executed this "Letter of Bid" together with the "Letter of Acceptance or Decision of award" shall constitute a binding contact between us.

We also understand that you are not bound to accept the lowest or any bid you may receive.

This offer is edited on day ----- month ----- year-----

Bidder's signature: ----- witness: -----

5.2 FORM OF BID SECURITY

Form of Bid Security

(Bank Guarantee)

Project Name: ----- Tender No: -----

To Messrs (The Employer): -----

We have been informed that the Bidder: (Company's Name) -----
----- is submitting an offer for the above-mentioned project in response to the Invitation to Tender, and whereas, the tender conditions require that the Bidder shall submit a tender guarantee with his offer, and upon his request, our Bank: ----- hereby irrevocably undertakes to pay you the sum of ----- upon receipt by us of your first demand in writing and your written statement (in the demand) stating that:

- a. The Bidder, without your agreement, withdrew his offer after the latest time specified for its submission or before the expiry of its period of validity specified to be (180) days, or
- b. You awarded the Tender to him but he failed to sign the Contract Agreement in accordance with the Conditions and requirements set forth in the RFP, or
- c. You awarded him the Tender, but he failed to submit the Performance Guarantee in accordance with the Conditions and requirements set forth in the RFP.

Your demand must be received by us before the expiry of the Guarantee validity period determined to be (180) days, after which, it shall be returned to us. This Guarantee is subject to the laws in force in Jordan.

Guarantor's signature / Bank: -----

Authorized to sign: -----

Date: -----

5.3 AVERAGE ANNUAL TURNOVER

In case of JV, each member of the JV shall fill in this form

Annual Turnover Data for the years (2017, 2018 and 2019)		
Year	Amount Currency	JOD
Average Annual Turnover		

The information supplied should be the Annual Turnover of each member of the JV in terms of the amounts billed to clients for each year for work in progress.

5.4 PERSONNEL

Form PER-1: Proposed Personnel

Bidders should provide the names of suitably qualified personnel to meet the specified requirements stated in Section 4, Evaluation and Qualification Criteria. The data on their experience should be supplied using the Form below for each candidate.

1.	Title of position*
	Name
2.	Title of position*
	Name
3.	Title of position*
	Name

*As listed in Section 4, Evaluation and Qualification Criteria.

Form PER-2: Resume of Proposed Personnel

Name of Bidder		
Position		
Personnel information	Name	Date of birth
	Professional qualifications	
Present employment	Name of employer	
	Address of employer	
	Telephone	Contact (manager / personnel officer)
	Fax	E-mail
	Job title	Years with present employer

Summarize professional experience over the last 5 years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company / Project / Position / Relevant technical and management experience

6. TERMS AND CONDITIONS

6.1 DEFINITIONS

1. In this Contract, the following terms shall be interpreted as indicated:
 - A. "The Employer" means the YW Company (YW LLC).
 - B. "Country" is the Hashemite Kingdome of Jordan.
 - C. "The Contractor" means the individual or firm or Joint Venture appointed by YW based on the Technical and Financial proposal to execute and perform the Work and Service under this Contract.
 - D. "The Project Site," where applicable, means the place or places named in under this Contract.
 - E. "The Contract" means the agreement entered into between YW and the Contractor, as recorded in the Contract Agreement Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - F. "Notification of Award" means the letter of formal acceptance, signed by YW, of the Letter of Bid, including any annexed memoranda comprising agreements between and signed by both Parties. If there is no such notification of award, the expression "Notification of Award" means the Contract Agreement and the date of issuing or receiving the Notification of Award means the date of signing the Contract Agreement.
 - G. "Letter of Bid" means the document entitled letter of tender or letter of bid, which was completed by the Contractor and includes the signed offer to YW for the Works.
 - H. "Specification" means the document entitled specification, as included in the Contract, and any additions and modifications to the specification in accordance with the Contract. Such document specifies the Works.
 - I. "The Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.
 - J. "The Goods" means all of the equipment, machinery, plant and/or other materials, which the Supplier is required to supply to YW under the Contract.
 - K. "The Service/The Work" means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Supplier covered under the Contract.
 - L. "Party" means YW or the Contractor, as the context requires.
 - M. "Currency" means Jordanian Dinar (JOD) only.
 - N. "Day" means calendar day and "year" means 365 days.

O. "Origin" means the place where the Goods were mined, grown, produced, or manufactured, or from which the Services are supplied.

P. "Optional Item" means the items that the Employer without being subjected to any financial, legal, or contractual claims has the full right to : Omit these items, or execute these items by himself or any subcontractor or by the electrical distribution company. In this case the Contractor shall make full coordination with any one of them.

6.2 PRIORITY OF DOCUMENTS

1. Priority of Documents: the documents forming the Contract are to be taken as mutually explanatory of one another. Unless otherwise stated or agreed between both parties, the priority of the documents shall be in accordance with the following sequence:
 - A. The Contract Agreement
 - B. Notification of Award (The Letter of Acceptance)
 - C. Presentation Session
 - D. Letter of Bid
 - E. Contractor's Technical and Financial Offer
 - F. The Addenda No.s
 - G. Request for Proposal Documents (Invitation to Bid, Instruction to Bid, Terms and Conditions, Scope of Work, Data Bank)
 - H. Invitation to Bid
 - I. Any other documents forming part of the contract

If an ambiguity or discrepancy is found in the documents, YW shall issue any necessary clarification or instruction.

6.3 NOTICE

All notices, demands or other communications shall be given or made in writing, and shall be delivered personally, or sent by certified or registered mail, with return receipt requested, addressed to the other Party at the address set out in the signed Contract agreement.

6.4 LAW AND LANGUAGE

1. The language of the Contract Agreement **English or/and Arabic language** and all related communication correspondence shall be in the **Arabic language**.
2. The Contractor, as an assignee of the responsibilities and activities described in this RFP by YW, will be entitled per the Contract signed for this project to perform needed works and activities on behalf of YW inside the project area and in places agreed upon with YW, for the lifetime of the contract.
3. All Jordanian laws, bylaws, standards, codes and instructions adopted or issued by the government of Jordan which has relation with the Contract activities and are under YW

responsibility to apply or abide with or be ruled by, are binding and is the contractor's responsibility to apply, abide with and be ruled by.

4. Procurement of goods and/or services shall be of a nationality and source complying with USAID geographical code number 937.
5. Subscription agreement signed or will be signed with new customers after the active date between YW and each of the customers inside the project area is still applied to rule the relation, the rights and responsibilities of the Contractor (as a representative of YW) with the customer.
6. The Contractor is not entitled to issue any certificate, send communication, receive communication, publish media material or press releases, give testimonials, promise commitment, procure or sell, share data or reports related to this contract, act as a representative or speak on behalf of YW in any place, time, incident or case in any way, unless explicitly entitled to do so via clear text in this RFP, the contract to be signed or written official approval prior to the act.
7. The Contractor is obliged to abide with YW's codes, specifications, policies and regulations in all the activities conducted for the implementation of this contract.

6.5 CONTRACT AGREEMENT

1. This RFP documents shall be part of the Contract Agreement.
2. The Parties shall enter into a Contract Agreement, which shall be prepared by YW, within 14 days of receiving the award of the Contract form, unless they agree otherwise.
3. The Contract Agreement shall be signed in two originals. The Contractor will receive a mutually signed original copy.

6.6 CONTRACT PRICE AND PAYMENT TERMS

1. The payment accrual process shall be made to YW in writing and as stated in section 7 and/or as per YW procedure.
2. In the event of delayed payments:
 - A. If the Contractor does not receive payment in accordance with this RFP conditions and payments methods, the Contractor shall be entitled to receive financing charges (interest) compounded monthly on the amount unpaid during the period of delay. This period shall be deemed to commence after 56 days after YW receives the Statement of payment certificates and supporting documents.
 - B. The interest rate for the period of the delay calculated at a rate equal to 5% of the due outstanding amount and shall be adjusted either by increase or decrease according to any modifications enacted on the Civil Procedure Law and shall be paid in the currencies defined.

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- C. The Contractor shall be entitled to this payment without formal notice or certification, and without prejudice to any other right or remedy.
 - D. If YW fails to certify any payment certificate or YW fails to comply with the dates for the Contractor's due payments, the Contractor may, after giving not less than (21) days' notice to YW, suspend work (or reduce the rate of work) unless the Contractor has received the Payment Certificate or the due payment as the case may be and as described in the said notice
 - E. The Contractor's action shall not prejudice his entitlement to financing charges and his entitlement to terminate the Contract.
 - F. If the Contractor subsequently receives such Payment Certificate or the due payment before giving a notice of termination, the Contractor shall resume normal working as soon as is reasonably practicable.

6.7 CONFIDENTIAL DETAILS

1. The Contractor shall disclose to YW all such confidential and other information as reasonably required in order to verify the Contractor's compliance with the Contract Agreement.

6.8 USE OF CONTRACT DOCUMENTS AND INFORMATION

1. The Contractor shall not, without YW's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of YW in connection therewith, to any person other than a person employed by the Contractor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
2. The Contractor shall not, without YW's prior written consent, make use of any document or information enumerated in item 1 above except for purposes of performing the Contract.
3. Any document, other than the Contract itself, enumerated in item 1 above shall remain the property of YW and shall be returned (all copies) to YW on completion of the Contractor's performance under the Contract if so required by YW.

6.9 ADJUSTMENTS

1. This RFP is not subject to any price adjustment due to changes in cost of specified materials and services during the Contract period and any approved extension of the duration.

6.10 TIME FOR COMPLETION

1. The Contractor shall complete the whole of the Service and Work within the time for completion for each component as provided in section .

6.11 PERFORMANCE SECURITY

1. The Contractor shall obtain (at his cost) an un-conditional Performance Security for proper performance, in an amount of equal to 10% of the Accepted Contract Amount valid and enforceable until the Contractor has executed and completed the Works and remedied any defects.
2. The performance security shall be issued by a bank located in Jordan or by a foreign bank through a correspondent bank located in Jordan and acceptable to YW.
3. The Contractor shall deliver the Performance Security to YW in the same day of signing the Contract Agreement.

6.12 CONTRACTOR'S OBLIGATIONS

1. The Contractor shall comply with all requirements.
2. The contractor shall acquire in its name all permits, approvals and/or licenses from all local, state or national government authorities or public service undertakings in the country of YW that are necessary for the performance of the Contract, including, without limitation, visas for the contractor's and Sub contractor's personnel and entry permits for all imported contractor's Equipment. The Contractor shall acquire all other permits, approvals and/or licenses that are not the responsibility of YW and that are necessary for the performance of the Contract.
3. The Contractor undertakes to YW that the work to be carried out accurately and without any negligence or error or omission, whether negligent or caused the omission or error in the events of any breach by the contractor of its obligations under the contract or did not cause any breach.
4. The Contractor undertakes to comply with laws and regulations in the Hashemite Kingdom of Jordan and all the requirements and terms and conditions of YW relating to health, safety, security and environment.
5. If the Contractor unable to secure the specified personal protective equipment which include (helmet, safety shoes, safety glasses, cut resistance gloves), then YW will issue such equipment's to the Contractor and deduct the cost form Contractor invoices.
6. YW has the full right to stop Works in case of safety violation by the contractor's Personnel. Offenders will be asked to leave the site where it does not allow them to return to work until the violation is corrected and will not be allowed to return to active duty in the event of repeated violation.
7. The Contractor shall cover his Personnel with appropriate medical insurance and Social Security coverage. The Contractor will be responsible for securing the appropriate remedies in the event of work accident.
8. In case that another contractor, employed by YW, is working in the same area, similar provisions for cooperation shall be reflected in their Contracts. YW shall notify the contractor of the presence of such other contractors.

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9. The contractor shall take full responsibility for the care of the services and works till handing over the works to YW.

6.13 SUBCONTRACTOR

1. The Contractor shall not assign any part of this contract to third parties or assign any subcontractor to carry out any part of this project unless it was stipulated in the Tender Document or the offer that the bidder submitted. Otherwise, YW has the full right to cancel the agreement with the bidder/contractor based on article 1.8 of this contract/tender.
2. In all cases, the Contractor shall obtain the prior approval of YW for any subcontractor to do any work and shall submit to YW the required information for any proposed subcontractors in terms of his qualifications, experience and efficiency to complete such work. Entered into with the Subcontractor and the bidder/the Contractor shall be liable "for full liability for all works and services required, and for any error or shortcoming resulting from the work of the Subcontractor or its employees.

6.14 CONTRACTOR'S PERSONNEL

1. The Contractor shall provide the following personnel as a minimum to implement the Contract scope:
 - A. Project Manager (Full time / No.1): B.Sc. in civil engineering or IT, with at least 15years' experience in managing and direct similar projects. In case of the Contractor fails to provide the personnel or in case of absence without providing a substitute, an amount of penalty equal to 200JD/day/each shall be deducted from each Interim Payment Certificate.
 - B. Task leaders for each component (Full time / No.1): (university degree) with at least 10 years' experience in managing and direct staff in similar projects. In case of the Contractor fails to provide the personnel or in case of absence without providing a substitute, an amount of penalty equal to 150JD/day/each shall be deducted from each Interim Payment Certificate.
 - C. GIS specialist (Full time / No.1): (university degree) with at least 5 years' experience in similar projects. In case of the Contractor fails to provide the personnel or in case of absence without providing a substitute, an amount of penalty equal to 100JD/day/each shall be deducted from each Interim Payment Certificate.
 - D. IT database designer (Full time / No.1): B.Sc. in computer science or relevant field, with at least 7 years' experience in similar projects. In case of the Contractor fails to provide the personnel or in case of absence without providing a substitute, an amount of penalty equal to 70JD/day/each shall be deducted from each Interim Payment Certificate.
 - E. Surveyor (Full time / No.2): Diploma in surveying engineering, with at least 5 years' experience in surveying building projects, the surveyor shall be certified from the DLS. In case of the Contractor fails to provide the personnel or in case of absence without providing a substitute, an amount of penalty equal to 50JD/day/each shall be deducted from each Interim Payment Certificate.

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- F. Field Researcher (Full time): relevant educational degree or diploma, minimum one year professional experience considering to include the number of field researchers in your technical offer and methodology.

6.15 CHANGE ORDERS

1. YW may at any time, by a written order given to the Contractor pursuant to Clause 6.3, make changes within the general scope of the Contract.
2. If any such change causes an increase or decrease in the cost of, or the time required for, the Contractor's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Contractor for adjustment under this clause must be asserted within thirty days (30 days) from the date of the Contractor's receipt of YW's change order.

6.16 DELAYS IN THE CONTRACTOR'S PERFORMANCE

1. If at any time during performance of the Contract, the Contractor should encounter conditions impeding timely delivery of performance of Services or Work, the Contractor shall promptly notify YW in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Contractor's notice, YW shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.

6.17 LIQUIDATE DAMAGES

1. If the Contractor fails to perform the Services and Works within the period(s) specified in the Contract, YW shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, 1000 JDs/day (one thousand Jordanian Dinars per day), up to a maximum deduction of the percentage not exceed Fifteen (15%) percent of the Contract Price. Once the maximum is reached, YW may consider termination of the Contract pursuant to Clause 6.18.

6.18 TERMINATION FOR DEFAULT

1. YW, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Contractor, may terminate this Contract in whole or in part:
 - a. if the Contractor fails to Perform the Services and Works within the period(s) specified in the Contract, or within any extension thereof granted by YW
 - b. If the Contractor fails to perform any other obligation(s) under the Contract.
 - c. If the Contractor, in the judgment of YW, has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

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

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

6.19 FORCE MAJEURE

1. The Contractor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this clause, “Force Majeure” means an exceptional event or circumstance which is beyond the control, such party could not reasonably have provided against before entering into the Contract, having arisen such party could not reasonably have avoided or overcome, and is not substantially attributable to the other Party. Such events may include, but are not restricted to, acts of God or of the public enemy, fires, floods, snow-storms, epidemics, riots, quarantine restrictions, strikes, freight embargoes, earthquakes, electrical outages, computer or communications failures, and severe weather.
3. Force Majeure shall not include insufficiency of funds or failure to make any payment required.
4. Force Majeure shall not include any event which is caused by the negligence or intentional action of a Party or such Party’s Experts, subcontractor, or employees.
5. If a Force Majeure situation arises, the Contractor shall promptly notify YW in writing of such condition and the cause thereof. Unless otherwise directed by YW in writing, the Contractor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6.20 GUARANTEES AND INSURANCE

1. For the assurance of sound implementation of Contractor’s duties and obligations and to ensure quality achievement of targets put for this contract, the Contractor, at its own cost and expenses, shall be required to provide and maintain the following guarantees and insurances, naming YW as beneficiary:
 - Bid Security
 - Performance Security
 - Advance payment guarantee
 - Warranty for Defects
 - Third party general legal and contractual liability with a cross liability provision for a combined limit of 20,000 JOD per occurrences per person with no limit on the number of occurrences to cover any loss, damage, death, and/or

bodily injury or otherwise any one occurrence, which may occur to any physical property or to any person except the to the insurance stated in all risks insurance.

- All risks insurance to cover the following, but not limited to; materials, Contractor's equipment and personnel, etc, for the entire value of contract +15%.
 - Other Insurances: Such other insurances as may be specifically agreed upon by the parties.
2. The required insurances shall be as per the applicable laws.
 3. After completion of Services and Work by the Contractor, and upon Taking Over certificate, the Contractor shall submit a Warranty as required and detailed under the Technical Specifications to guarantee the validity of supplies, its quality; it's matching to specifications and contract conditions. In addition, he shall submit a Maintenance guarantee (Defect Liability Guarantee) by not less than 5% of the value of the executed Woks as a Guarantee for completion of outstanding Works and remedying defects for 730 days from the day of Taking Over of the works by the YW, provided that this Guarantee shall be issued by a bank licensed to work in Jordan. Upon submitting the Warranty and the Maintenance Guarantee to YW, the Performance Guarantee shall be returned to the Contractor.

6.21 TERMINATION FOR BANKRUPTCY

1. YW may at any time terminate the Contract by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to YW.

6.22 TERMINATION

1. YW may at any time terminate the Contract for reasons other than the reasons stated in clauses 6.18 and 6.21. In this case, YW shall give the Contractor's notice period of (30) days for the suspension of the contract. Upon termination, the two parties shall agree on the method of accounting and compensate the Contractor for actual costs and losses which may be incurred as a result of termination of this contract.
2. If this RFP is terminated by YW for any reason at any time before completion of the Works and Services set out in this RFP, YW shall only be liable to reimburse eligible payments made by, or due to, the Contractor before the date of termination.

6.23 RISK

1. The Contractor shall indemnify and hold harmless against and from all claims, damages, losses and expenses (including legal fees and expenses) in respect of:
 - a. Bodily injury, sickness, disease or death, of any person whatsoever arising out of or in the course of or by reason of the execution and completion of the Works and the remedying of any defects, unless attributable to any negligence, wilful act or breach of the Contract by YW; and

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- b. Damage to or loss of any property, real or personal (other than the Contract works), to the extent that such damage or loss arises out of or in the course of or by reason of the execution and completion of the Works and the remedying of any defects, unless and to the extent that any such damage or loss is attributable to any negligence, wilful act or breach of the Contract by YW.
 2. The Contractor shall take full responsibility for the care of the works and goods till handing over the works to YW.

6.24 DISPUTE RESOLUTION

1. In the event of any dispute, claim, question, or disagreement arising from or relating to the Contract or the breach thereof, the Parties shall use their best efforts to settle the dispute amicably by mutual consultation.
2. If the dispute has not been settled amicably within 30 days from the date of the dispute, it shall be settled in accordance with the applicable laws of Arbitration of the Hashemite Kingdom of Jordan. The Arbitration shall be held in Jerash & Ajloun-Jordan and conducted in the language of agreement. The Arbitral Tribunal shall be composed of One arbitrator, all assigned in accordance with the said rules. The decision of the arbitral tribunal shall be final, binding and conclusive for the Parties.
3. Unless the Contract has been already abandoned, repudiated or terminated, the Contractor shall continue to proceed with the works in accordance with the Contract.

7. SCOPE OF WORKS

7.1 INTRODUCTION

Jordan is known for its limited water resources. One of Jordan's greatest challenges in the water sector is the high level of Non-Revenue water (NRW). It manages water services in the four northern governorates: Irbid, Jerash, Ajloun, and Mafrq. The total number of customers in Jerash and Ajloun governorates is around **62,200** customer, serving about 480,000 people, considering the growth rate of the customers in Jerash & Ajloun, which may reach 62,500 customers during this project duration. YW is targeting to reduce the NRW to an acceptable level, so this project is an initial step for the NRW reduction, which in summary the main objectives of it is to correct and archive the customers' data.

The bidders for this project are supposed to submit a technical and financial proposal which will be evaluated separately as described in Sections 3 and 4.

7.2 PROJECT MAIN OBJECTIVE

This project aims to build accurate Customer Information System (CIS) and Geographic Information System (GIS) databases for Water and Wastewater Customers for Jarash and Ajloun Governorates by:

- Provide a single, comprehensive, and integrated solution (software and Database) based on programming concept be guided the form prepared not exclusively to enter all data related to the field survey.

- Conduct a comprehensive customer survey for Jarash and Ajloun Governorates to create an accurate customer database system for water and wastewater services and upgrade the existing water and wastewater customers' system and Geographic Information Systems (GIS).
- Archive all sewer, water & illegal use customers' files using the existing archiving system upon YW requirements with ability to retrieve the archived document through the new software.

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- Integrate existing Archiving databases, comprehensive customer survey database, and collection routing system together.
- Integrate the outcomes of this project (comprehensive customer survey CSS) with YW existing billing system ,new customer system and GIS databases to get an updated and accurate customer information system and GIS for water.
- At the end of the project, the contractor shall provide the followings:
- Correct water meter/customer data and provide a list of meters that need to be relocated.
- Identifications of "un-located" or "lost" subscribers, cases of illegal water use or connections.
- Optimizing meter-reading routes to increase the productivity of meter readers.
- Conversion of paper records to an electronic system to preserve subscriber's records.
- Update the GIS and CIS databases to reflect the outcomes of the survey.
- The remedy works shall include at a minimum: fixing of meter alignment, relocation of customers' meters, and improvement of seal conditions.

7.3 PROJECT DESCRIPTION

This project has two main components: CSS at YW for Jerash & Ajloun Governorates and Archiving files. Each component consists of two stages: the preparation stage and the execution stage.

Following are the details of the project components and their stages:

7.3.1 Component 1: Comprehensive Customers Survey at Jerash & Ajloun Governorates

7.3.1.1 Main Items of the CSS

This component includes the following items:

- A. Providing required IT solution system for comprehensive customer's survey. The bidder shall:
- Provide high-quality tablets for both the CSS team & YW /Jerash & Ajloun Auditing team (Qt: five Temporary use for YW staff): the specifications and the total number of these tablets must be specified in the technical offer. The operating system of tablets must be compatible with the operating systems used at YW and other computers in this project.
 - Provide desktop computers compatible with tablets for the purpose of this survey. The specifications and the total number of desktops/l must be specified in the proposed design that will be submitted within the technical offer.
 - Purchase and submit a new updated, high-accuracy satellite image (with 50 cm accuracy) that covers all of Jerash and Ajloun governorates with a total area not less than 830.000 square km (based on YW Water Company's requirements for the border of the satellite image) certified by official certification body for this purpose and must be approved by YW Water Company's project manager before executing this component. The date of issuing this satellite image must not exceed three months from the date of awarding this project.
 - All equipment's purchased for the purpose of this survey should be backed to YW at the end of the project.
 - Provide GIS layer (polygon) for Parcels up to date for Jerash & Ajloun with Village, Block No, Sector No, and Plot Number.
 - The Parcels layer that will be provided to YW by the contractor must be up to date from DLS.
 - Nominating a qualified survey team: this component needs a specially trained team to deal with the public (Jerash & Ajloun citizens). Therefore, the bidder shall:
 - Select skilled and qualified staff with a court clearance certificate.
 - Obtain YW's project manager's approval for the selected staff.
 - The staff must be fixed, and any change in the staff must be approved by YW-Jerash & Ajloun.
 - Submit all team CVs and official documentation with the technical offer for the project manager, IT staff, Database design staff, GIS specialist, certified surveyors etc.
 - Provide the survey team with identification badges and uniforms clearly showing the title of the project. Identification badges must be given back to YW after the completion of the project.
- B. Database management: the comprehensive Customer Survey component contains databases for water customers. The bidder shall:
- Design and program electronic survey forms based on customer survey forms attached in **Annex (1)**, the final form to be agreed on after the contract signature, and upload them into the tablets with GIS base maps (parcels, streets, landmarks,..) to be ready and functional for field works.

- Collect, store and analyse field information/data for water customers at Jerash & Ajloun.
 - Fill the information /data and gaps into YW's water customer database.
 - Integrate the survey databases with the existing customer database.
 - Provide a fully integrated system between comprehensive customer's survey database and the customer database at YW.
- C. Design and establish a web-based database system as online customer survey tool for water customers with the same fields as the comprehensive survey system that upload the data into YW servers; this system should have a practical GUI and be easy to use by the customers.
- D. Provide a web-based system with a graphical user interface that shows the progress of the survey process with maps, to be monitored by the high level. And tracked without any need to go into details; also, this system must have standards reports and any customized report required by YW in any stage of the project.

7.3.1.2 Stages of CSS:

A. Preparation Stage:

In this stage, the bidder shall:

- Hire sufficient staff dedicated to this competence, such as a project manager, IT staff /database programmer, GIS specialist, survey team, etc.
- Provide state-of-art IT solutions for the comprehensive customer survey. This shall include IT equipment (hardware and software) such as but not limited to tablets and desktops with all accessories (batteries, cables, chargers, operating systems, database for tablets, applications /licensed software)
- Prepare tablets equipped with GIS, database, archived data, and user-friendly data entry interface to facilitate and collect all required survey information, based on the attached sample audit form Annex (1).
- Ensure that tablets have GPS tracking system to monitor the surveyor during fieldwork.
- Ensure that all equipment is synchronized and connected.
- Design, implement and upload of the survey forms into the tablets.
 - Conduct a comprehensive customer survey based on village's boundaries or Distribution Zones (DZs). YW will determine the priority of zones that need to be surveyed, Moreover, the bidder shall:
 - Prioritize the zones that need to be surveyed based on YW Jerash & Ajloun requirements anytime in the project without extra cost.
 - Start with a demonstration zone with 3,000-5,000 customers and implement a detailed survey, and produce a report with the results before the starting of the comprehensive survey for all of Jerash & Ajloun Governorates.
 - Divide the survey work into batches or phases, each of them containing 2,000 - 3,000 customers based on villages boundaries or Distribution zones as per YW Jerash & Ajloun's priorities provided that the survey areas must not be scattered.
- Establish a web-based database website for water and customers' as per point 3.2 D. and distribute the website address during the execution of the survey.
- The bidder shall provide one car 2018 or above model for the two survey areas, which will be used by the staff of the Yarmouk Water Company for supervision purposes.

B. Execution Stage

In this stage the bidder shall:

- Submit a detailed work plan with well-defined milestones, showing all execution stages with deliverables. YW will review and approve the work plan before the execution stage of this component.
- Determine the survey zoning based on YW's requirements and priorities.
- Prepare customer survey routing system using GIS parcels layer by which the surveyors would determine the location and total number of customers expected in the field. In case of any changes or modifications, the surveyors need to report and modify the database. The routing must be based on field visits.
- Execute customers' survey for the demonstration zone with 2,500-3000 customers using tablets to collect, store, and analyze water field information with full integration between databases, then upgrade YW CIS system accordingly. To examine the quality of the collected data to modify the work procedures if required, examine database functions, and integrate between demonstration survey database with YW existing CIS.
- Apply quality control/quality assurance during the demonstration zone. The contractor's quality control teams must submit reports with all errors and problems that happened at the site and the remedies activities taken by them to solve those problems.
- Implement the other zones in Jerash & Ajloun Governorates with a total customer of 3,000 for each batch to complete all Jerash & Ajloun 's water customers after the completion the demonstration zone survey results and YW's approval.
- Apply Quality Control Quality Assurance (QA/QC) measures and steps for each batch to ensure that the surveyor fills in all required fields without mistakes or missing customers.
- Archive all sewer, water & illegal use customers' files using the existing archiving system upon YW requirements.
- Provide a methodology to ensure the customer location accuracy such as but not limited to:
 - Locating the customer by selecting building using an electronic map in the tablet with the ability to add missing buildings directly from the field.
 - Acquiring GPS coordinates of the surveyor in the tablet and store the time with the coordinate of each customer.
 - Deactivate the electronic survey system if the surveyor is away from the location of the selected building.
- Integrate the comprehensive customers survey for water & sewer with customer x7
- databases, then update YW-Jerash & Ajloun customers accordingly and link the customer with his actual location as per field input.
- Determine the illegal use such as but not limited to the connection before the meter and rainwater drain connection with sewage. During the daily reporting, and document the location with GPS and pictures. (training will be held by YW to train the contractor's staff on discovering illegal use cases)
- Determine and provide tables for all meters that need to be relocated.
- Provide tables for all house connections that need to be fixed.
- Shop drawings showing the suitable location for meters need to be relocated
- Take clear photos for all meters that could determine the meter number, status,, and seal condition.
- Determine & provide tables for all water house connections that need to be replaced.
- Proposed design for water house connections need to be replaced
- Archive all survey documents on the existing archiving system
- For closed buildings, the surveyor is requested to visit the location 3 times in 3 different times and the submitted data must include the time stamp for verifications
- Comprehensive Customer survey: all required data for this component are listed in the audit forms Annex(1)

Wastewater Revenues Calculations:

The contractor is required to calculate the revenues in Jerash & Ajloun Governorates, print the invoices where the form of invoice is to be agreed on after the contract signature. The revenues can be generated from the following, other possible revenues is to be discussed after the contract signature:

- Wastewater subscription fees for additionally constructed areas.
- Wastewater use fees for customers found connected and not billed for wastewater.
- Difference in tariff for miss-categorized customers.

Based on the Survey Report by certified surveyor by land Department to measure the exact area of each building, apartment for each customer and additional areas

The contractor is requested to create a hard copy of the invoices with the amount calculated above and submit those invoices to the customers after YW approval, the calculation of the revenues will be according to YW policy and the software that will generate the invoices must be certified by YW.

The revenue calculation and the invoices submission methodology will be agreed upon after the contract signature.

7.3.2 Component 2: configuration and Implementation Archiving System for Customers files in Jerash & Ajloun Governorates (Using existing YW archiving system (Docuware)).

7.3.2.1 General:

This component could be started during the execution of component one (comprehensive customers' survey). The implementing archiving system must be at the office. This component shall include:

A. Studying the effectiveness of the existing archiving system at Jerash & Ajloun Governorates. The bidder shall:

- Review the existing archiving system and identify the deficiencies.
- Study Jerash & Ajloun needs and requirements to either update or create new archiving system
 - Provide fully integrated system between archiving database and the existing customer database at YW

B. Configurator the existing archiving system in Jerash & Ajloun Governorates. The bidder shall:

- Configure existing archiving system based on YW requirements to obtain effective system.
- It may be necessary to purchase licences from the company that's owns the existing archiving system.

C. Providing required IT solution for archiving system. The bidder shall:

- Provide high quality Personnel Computers, Scanners, Printers and any equipment's need for both archiving team & YW (Jerash & Ajloun) Auditing team(Qt:5 Temporary use for YW staff): the specifications and total number of these equipment's must be specified in the technical offer. The operating system of the Personnel Computers must be compatible with the operating systems that are used at YW and other computers in this project.
- All equipment's purchased for the purpose of this survey should be backed to YW at the end of project.

D. Retrieve the archived documents for each subscriber through the system that develop to collect customer's information.

7.3.2.2 Archiving System Work Stages:

A. Preparation Stage: in this stage the bidder shall :

- ❖ Prepare a comprehensive work plan and time frame to complete this task. .
- ❖ Hire sufficient specialized staff; identify responsibilities to avoid errors to create accurate and optimal archiving system.

B. Execution Stage: this stage will start after the completion of the preparation stage, in this stage the bidder shall:

- Study YW existing archiving system and prepare a detailed work plan.
- Develop efficient archiving system based on the existing archiving system & YW requirements.
- Archive all sewer & water illegal use customers files into the archiving system.

7.4 PROJECT SCHEDULE AND TIME FOR COMPLETION

The Contractor shall complete the whole Service and Work within 10 months and as per the following:

- **Table 2: Project Duration**

No	Project Component	Duration	Quantity
1	Comprehensive Customer survey for Jarash & Ajloun (CCS)	10 months	Start within 20 days after the awarding date
2	1-configure existing archiving system upon YW requirements. 2- Archive all water , sewer illegal uses customers files on the archiving system	10 months	Start within 20 days after the awarding date

7.5 MAIN DELIVERABLES AND REPORTS:

- Presenting IT solution as well as the methodology and approach for all components to the technical evaluation committee before awarding.
- Inception report describing methodology, technical proposal, financial proposal detailed Work plan including all project components and stages, deliverables and milestones and staffing requirements and structure for each component.
- Weekly, monthly Comprehensive customers' survey report. Including electronic copy of the achieved database.
- Quality Control Quality Assurance Report (QA/QC) prepared jointly with YW-Jerash & Ajloun for random sampling of all achieved outcomes of the project's components.
- Obtain a written approval from YW's project manager for the completion of each stage and component.
- Provide integrated databases including the linking of archiving system & customer survey. And integrate all these systems into YW existing customer system and GIS for all water and wastewater customers.
- Prepare and submit a comprehensive documentation for all project components, full description of the design of the databases, GIS, integration between the systems, work procedures and administration and user manuals.
- Weekly, monthly and quarterly progress report during the preparation and execution stages for all components showing pictures, challenges, opportunities and work development for all components as per work plan.

- Daily Field survey activity reports.
- Data entry reports for customer's survey.
- Quality control reports including quality committee check-up report.
- Illegal water use reports.
- Meters need to correct locations and reseals reports.
- Shop drawings showing the suitable location for meters need to be relocated
- Proposed design for water house connections need to be replaced
- Sewage related activities reports.
- Training reports for all project components.

7.6 GENERAL TECHNICAL REQUIREMENTS

- YW's project manager has the right to give the contractor orders to execute part of the works in this project at night-time, if needed, after YW's official working hours without extra or additional cost.
- The contractor must take all the safety measures and follow up the Ministry of health regulation concerning the protection from Covid 19.
- YW will conduct pre-bid meeting with field visit, as stated in the instructions to Bidders, to answer all technical questions and to give the bidder the opportunity to meet technical departments that are involved in the project and the project management team in addition to visiting the surveying locations.
- The bidder shall prepare a presentation and a demo to be performed to YW with the proposed solutions, methodology and approach for all components.
- The bidder shall submit the work plans for each component and stage not exceeding 15 days after the awarding date. This work plan needs to be updated during the preparation and execution of each component.
- All database, information, surveyed information ownership in this project belongs to YW and the bidder has no right to use them elsewhere.
- YW will provide the winning bidder with the description of existing Customers database as per YW's regulations. The bidder shall assure confidentiality of the information provided by YW.
- The bidder must use Any GIS shape file based upon YW's GIS specifications and procedures such as (Cassini-Palestine-Grid) projection used by YW.
- YW will review and approve any work plans required in the project before the start of activities.
- For any GPS measures, the bidder shall allow a maximum error of 10 m (the point must be inside the parcel polygon).
- The bidder shall announce during the customers' survey component that surveyors are required to collect water bills from each household.
- The bidder shall provide his team with all ways of communication (mobile, internet, WIFI,) as well as cars or vehicles on his own cost without requesting for extra cost.
- The bidder shall provide solutions for offline/ semi offline communication in case all communications options mentioned above is not available at the field.
- The bidder is not allowed to discuss any findings with the public. The bidder shall only report the findings to YW. The bidder shall enforce all safety measures for his staff during all types of work activities.
- YW holds no responsibility from any kind or source (financial, legal etc of accidents during the execution of the project. The bidder must be responsible for any work injury to any person, whether employees, general public, or any accidents that damages the property of others resulting from the failure to take necessary public safety.
- It is required to deliver any IT equipment after project completion to YW
- It is required to implement security and data transfer encryption for all systems in the project such as archiving system and survey system with user authentication and authorization.

- Purchase and deliver Hyper converged server storage system as per annex (2) with enough memory space to store all project elements. The bidder shall specify the method of storing and backing up all data and applications
- All submitted areas should be within one meter accuracy Based on a Survey Report by certified surveyor by land Department to measure the area of each building, apartment for each customer and additional areas
- The parcels layer covered YW project area, should be up to date from the DLS with all divisions of parcels provided by the bidder.

7.7 QUALITY CONTROL AND QUALITY ASSURANCE AND DELIVERABLE ACCEPTANCE LEVELS QUALITY ASSURANCE/ QUALITY CONTROL (QA/QC).

The bidder shall:

- Create a QA/QC team reporting directly to YW-Jerash & Ajloun project manager.
- Set up QA/QC procedures for the entire project and submit it to YW's project manager for approval.
- Submit an integrated plan for testing and quality control, including the types of the proposed examinations, spot checks, the mechanism of its application and distribution throughout the project.
- For comprehensive customers' survey component, a control sample must be applied with a total of 2500 - 3000 customers at the beginning of executing stage. This component shall identify the methodology, challenges faced, implementation efficiency, accuracy, and time frame.
- Set up QA/QC committee headed by YW's nominated project manager. This committee has to meet periodically to go over the quality of the outcomes.
- The contractor's must make sure that the survey application will not be opened for the surveyor if he was not at the surveying area , this must be elaborated in the presentation and to demonstrate the method of controlling the surveying process.
- Be diligent in the performance of all required duties at the highest levels of professional practice. Qualified persons shall be employed both in this field of expertise and experience. The bidder shall inform YW of the names and expertise of those who will provide the required services. If YW realized that the professional performance of the bidder's/contractor's technical staff is not consistent with the requirement of the above described components, YW has the right to ask in writing from the bidder to rectify the situation by hiring new competent technical staff and to reorganize the working group in accordance with requirement. The Contractor shall take into account the required corrective action that YW stated in their letter.

7.8 PROCEDURES TO CONFIRM THE QUALITY

The bidder shall:

- Visit the closed sites/households three times at a minimum in three different times (during working hours, holidays and after working hours) before confirming that the site is closed. The bidder shall take the geographic location of that site and report periodically through special reporting system the specific cases.

- During the stages of analysis and design, the bidder shall develop test scenarios to assure quality of all components, including all test and test routes and the most important sites in the systems to be tested and linked to the proposed inspection plan.
- Be responsible for controlling the quality of the data in all project stages and components. In the event of errors, the treatment will be as follows:
 - Samples are taken randomly from the data provided by the quality committee and specialized team at YW.
 - If there are average significant errors of 2% to 5% out of the full mark defined below for each significance rate category of the selected sample, the entire area will be re-surveyed, and amount of JD 0.5 JD will be deducted for each customer with the wrong information.
 - If there are average significant errors of 5% to 10% out of the full mark defined below for each significance rate category of the selected sample, the entire area will be re-surveyed, and amount of JD 1 JD will be deducted for each customer with the wrong information.
 - Level if average significant error of more than 10% of the selected sample is detected, the Contractor/bidder shall be suspended. Also, Contractor's work shall be suspended if the number of warnings reaches three written warnings.
- The Significant error is classified to three categories
 - a. High Significant error rate, the full mark is considered as 100%
 - b. Medium Significant error rate, the full mark is considered as 95%
 - c. Low Significant error rate, the full mark is considered as 90%

Taking into consideration that the significant error is any error in the data delivered to YW and for all the after mentioned items in acceptance level table 4.

- YW has the right to reject any submitted invoices that include item / items that does not fulfil the accepted percentage of significant error ,also YW has the right to reserve percentages below from the financial Invoices after having received the invoice from the contractor:
 - A. Reserve 5% of the value of any financial invoices in case that there are items that do not achieve the required accuracy in List A.
 - B. Reserve 3% of the value of any financial invoices in case there are items that do not achieve the required accuracy percentage in list B.
 - C. Reserve 2% of the value of any financial invoices in case there are items that do not meet the required accuracy percentage in the list C

Note, in case the above error rates are corrected, the reserved amount will be released through the project management.

- YWs' survey committee has the right to select one of the above options.

7.9 LEVEL OF ACCEPTANCE FOR EACH FIELD IN THE DELIVERED DATABASE FOR THE COMPREHENSIVE SURVEY SYSTEM

The contractor shall complete the required data for each area. In case the contractor is unable to fully complete this data (100%), the contractor shall submit reports proving that the percentage of data submitted to each region shall not be less than the percentages mentioned in the table below.

- If the percentage of data delivered for a specific item for a given region is less than the percentage mentioned in the table below, the percentage difference shall be deducted from the number of customers admitted to that region. For example: The acceptable criteria of the national customer number is 60% as per the below table, If the bidder delivered 50% of that specific field 10% of the total number of customers will be deducted from paid quantities in the BOQ.
- For unseen and special condition that prevents the contractor from achieving the accepted level, the contractor submits in writing the reason and YW has the right to accept or reject the request.

-
- The contractor shall setup a mechanism to adjust the input of the meters numbers or customer's numbers and to match them with the customer database.
 - Each Meter must be photographed with full data entry, showing the meter number and reading clearly in the same picture as well as the condition, type sealing condition and any other relevant data.
 - The contractor shall collect the complete data from the land number ,the block number ,its name ,the village number , its name, the neighbourhood number and its name according to the department of land and survey , and the name of the street in which the customer is located
 - The contractor shall take photo for all incoming cases and link them with the relevant database

7.10 CONDITIONS AND PENALTIES

- The final invoice shall not be paid before reaching the acceptable rate not less than 98% of the total water customers with their information as per the technical requirements for each component described above "List of data and information to be collected for each component" and customer's files archived. In the event that there is a failure of getting the required information, a justification must be provided with proof of evidence.
- In case of failure of the bidder to provide technical services at the required level, this is considered a shortcoming on his part. In this case, YW shall have the right to take measures to avoid default and correct errors after warning the contractor's based on terms and conditions of this contract/tender document.
- YW has the right to reject any submitted invoices that include item / items that does not fulfil the accepted percentage of significant error, also YW has the right to reserve percentages below from the financial Invoices after having received the invoice from the contractor:
 - a. Reserve 5% of the value of any financial invoices in case that there are items that do not achieve the required accuracy in List A.
 - B. Reserve 3% of the value of any financial invoices in case there are items that do not achieve the required accuracy percentage in list B.
 - C. Reserve 2% of the value of any financial invoices in case there are items that do not meet the required accuracy percentage in the list C

Note, in case the above error rates are corrected, the reserved amount will be released through the project management.

- YWs' survey committee has the right to select one of the above options.

7.11 ANNEXES

7.11.1 Annex 1: Comprehensive Subscribers Survey project

❖ The Final Form will be approved after contract signature

• Table 3: Percentage of Data

No	Description	Acceptance level	البند	Significant Error Rate %
Customer Information				
1		100	رقم المشترك	High
		100	اسم المشترك	
		80	نوع التنظيم	
		80	رقم الهاتف	
		100	الرقم الوطني	
		80	هل المشترك مالك	
		80	هل المشترك مستفيد	
2	Building Information معلومات المبنى			
	Building Number	90	الرقم الاداري للمبنى	High
	Type of use (Household, agricultural, commercial, industrial, hotel, car wash station, hospital, government, house of worship, ...)	95	طبيعة الاستعمال (منزلي ، زراعي ، تجاري ، صناعي ، فندقي ، مغسلة سيارات ، مستشفى ، حكومي ، دار عبادة ، ...)	
	Type of subscription (residential/commercial)	95	استخدام المبنى (سكني او تجاري)	High
	Is there a garden	70	وجود حديقة	medium
	Identification of the type of property an independent building, urban development, residential complex, commercial complex, functional housing, government department.	80	طبيعة البناء , تحديد نوع العقار (مبنى مستقل ، تطوير حضري ، مجمع سكني ، مجمع تجاري ، سكن وظيفي ، دائرة حكومية	medium
	The contractor shall specify the number of floors	100	عدد طوابق المبنى	High
	The contractor shall specify the areas of the floors	100	مساحة كل طابق	High
	The contractor shall specify the number of apartments / houses in each building.	80	عدد الشقق السكنية في الطابق	medium
	The contractor shall specify the areas of the Flat	100	مساحة كل شقة	High
	The Number of Service Units in the Floor	80	عدد وحدات الخدمات في الطابق	medium
	The contractor shall specify the number of shops/commercial units in each building.	80	عدد الشقق الغير سكنيه في الطابق	medium

		70	عدد المخازن	low
		70	مساحة المخازن	
		70	مساحة السدد	
		70	مساحة المبنى	
	Is there a swimming pool	70	وجود بركة سباحة	
	Is there ground well and its capacity and the way it is supplied with water	70	وجود بئر	
	the way the ground well is supplied with water	70	مصدر تزويد البئر	
3	Meter Information			High
	Meter Type (Mechanical, volumetric, SMART)	100	نوع العداد	
		100	عدد عدادات المبنى	
		100	هل العداد داخل المنزل	
	GPS (X,Y) coordinate	100	احداثيات (X,Y)	
	Meter no.	100	الرقم الحديدي للعداد	
	meter brand	100	ماركة العداد	
	Meter reading	100	قراءة العداد الحالية	
	Meter diameter	100	قطر العداد	
	Meter's location	100	مكان وجود العدادات	
	the ability meter to read	100	امكانية قراءة العداد	
	sealing status	100	حالة اختتام العداد	
	meter orientation	100	وضع العداد	

	observation access	100	امكانية مشاهدة العداد	
	box location (inside building or outside)	100	موقع الخزانة (داخل حدود المبنى او خارجها)	
	Number of boxes	100	عدد خزائن المبنى	
	arrow direction	100	اتجاه سهم العداد	
		75	العداد يزود مجاور	Low
	Is the meter protected by a box	75	هل العداد محمي بصندوق	
		75	العداد يزود بناء	
		75	العداد يزود حديقة	
4	H.C Information معلومات الوصلة			
	Total number of customers in a building	100	هل يوجد استخدام غير مشروع بالوصلة	High
	The diameter of the supplied line in inch	100	قطر الخط المزود بالانش	
	The material of the supplied line in inch	100	المادة المصنوع منها الخط المزود	
	Is the supplied line covered or exposed?	100	هل الخط المزود مكشوف او مغطى؟	
	Does the supplied line need to be replaced?	100	هل الخط المزود بحاجة الى استبدال؟	
5	Sewerage Information معلومات الصرف الصحي			
				medium
	Determine if there is septic tank and its status	90	وجود حفرة امتصاصية	

	determine of the existence of a sewage network in front of the property	90	وجود شبكة تصريف صحي	High
	Determine if the property is connected to the sewage network	90	العقار موصول بالصرف الصحي (نعم/لا)	
	Sewer Revenues (Is the customer paying connection fees)	90	هل المشترك يدفع اشتراك الصرف الصحي	
	Sewer Revenues (Is the customer paying sewage fees)	90	هل يدفع المشترك ايرادات الصرف الصحي	
	Are there sewage manholes outside the property?	70	وجود مناهل تصريف خارج المبنى	Low
6	Parcel Information معلومات قطعه الارض			High
	Area name	100	اسم المنطقة	
	Area Number	100	رقم المنطقة	
	village name	100	اسم القرية	
	village number	100	رقم القرية	
	block name	100	اسم الحوض	
	block number	100	رقم الحوض	
	The neighbourhood's name	100	اسم الحي	
	The neighbourhood number	100	رقم الحي	
	Land Number	100	رقم قطعة الأرض	
	Land Source	100	مصدر قطعه الارض (دائرة الاراضي, اسكانات , وادي الاردن, مخيمات ...)	
	The contractor is obliged to determine the status of the land (empty, has building with customers, has building without customer, under construction, closed and abandoned, a home connection without meters,	90	حالة الارض (فارغة ، مبنى فيه مشتركين ، مبنى بدون مشتركين ، مبنى قيد الإنشاء ، مبنى مغلق ومهجور ، وصلة منزلية بدون عدادات	

7.11.2 Annex (2): Hyper converged server storage system:

No	ITEM	Minimum Requirement
HCI minimum requirements (
1	Hyper-Converged Infrastructure	The proposed appliance must combine virtualization, compute, storage, management, and data protection with a single point of support from One Vendor for the hardware & software.
2	Hardware Specification	<p>3 nodes Appliance based</p> <p>Each node should be an independent and separate rack mount form factor. The nodes should not share the chassis, enclosure, power supplies, and network.</p> <p>Every Node shall support minimum:</p> <ul style="list-style-type: none"> - Per Node CPU: 2 x Intel® Xeon® Gold 6342 (2.8G, 24C). - Per Node Memory: 1024 GB (16 * 64), latest speed. - Per Nodes Network: 4x 10G/25G SFP+ ports Base-T and 1x1 Gbe for management. - Per Node a Minimum of 2 x 512GB M.2 Boot drive, - NO Cache Tier to be included/mandated - Capacity Tier: 10 x 7.68TB SSD, and support 16 disks bay per node. - Per Node Dual, Hot-plug, Redundant Power Supply& Fans. - Per Node 1U rack with rack mounted kit. - VMware vSphere Standard Plus Licenses for ALL CPU Socket. - Center Standard Licenses for Cluster. - VMware Realize Log Insight Licenses for All CPU Socket. - 5 Years mother company support (24x7) For Software and Hardware.
3	Hypervisor	Must support choice of hypervisors – ESXi , AHV, HyperV, XenServer
4	Enabled features	<p>Must have the licenses included to manage multiple clusters in case of new DC added.</p> <p>The Solution should be provided with minimum nodes needed to be N+1 Fault tolerant.</p>
5	Storage Virtualization	<p>The solution must be pre-engineered, and supported by the same vendor.</p> <p>The appliance must be all-flash.</p> <p>The storage for the VMs must be from the Nodes Capacity (HCI)</p> <p>Must use HCI Software based RF-2 / RF-3 (Replication Factor) or optionally HW based RAID 5/6</p> <p>In-Line and Post -Process Compression and Deduplication should be Enabled & Supported.</p>
6	Management	System must have centralized management platform topology of all clusters in one

		global view.
		System must have Intelligent health reporting, the user can pinpoint problem areas using metrics charting of CPU, memory, capacity, and networking resources.
		The solution must provide One click upgrade which must include (Upgrades and fixes of both hardware & Software stacks).
7	Scalability	The solution must be able to add new appliances to join an existing cluster.
		The appliance must automatically discover and should be able to add non-disruptively, add each new appliance and rebalance resources and workloads across the cluster based on necessity
8	Protection	Replication (local & remote), sync and async, and advanced disaster recovery capabilities should be supported for future use.
9	Support	Hardware replacement should be done within 7 days maximum in case of hardware failures.
		The bidder should provide preventive maintenance every 3 months.
		Warranty must include free-of charge replacement of the SSDs that reach the write data limit.
		5 years 24x7 support (mother company) for hardware and software.
10	Industry Recognition	The provided HCI solution in the leaders Quadrant in the latest Gartner report for Hyper Converged infrastructure.
11	Company profile	The Bidder on Hyper Converged Node server and software should be Authorized Reseller Partners or equivalent with the vendor in Jordan.
		Bidder must have an excellent experience in such environment; at least 3 Hyper-converged infrastructure references for the proposed solution in Jordan are required in the last 5 years.
12	Cables	Winning Bidder should provide all the required cables and power connectors for the solution.
13	Licenses	Bidder should provide all the required licenses for the solution.

8. FINANCIAL OFFER FORM

The following table should be used to put in the financial proposal of the bidder. The form should be stamped, signed and included in the financial offer envelope as described in section 3.

The Supplier is deemed to have covered in his unit rates all the requirements of the Technical Specifications, functional requirements and Terms and Conditions; such as: insurances, tests, labours, equipment, training, ... etc,

The Supplier should submit a break down for prices.

- **Table 4:Financial Offer Form**

Item No.	Description	Unit	Quantity	Rate (JOD)	Amount (JOD)	Comply with Code 937
1.	Comprehensive customer Survey for the 62000 customers as per point 3.1 and 3.1.1 and the specifications mentioned in the tender document	No.	62000 customer			
2	Archive al water ,sewer and illegal uses files on YW (Jarash & Ajloun)		lump Sum			
A	Grand total					
B	Percent Addition / Reduction for (A)					
C	Value for Addition or Reduction =(A x B)					
D	Total after Addition or Reduction JOD =(A ± C)					
Total after Addition or Reduction JOD (Writing)						

- * Note that the quantity in item No.1 can be changed with tolerance of $\pm 10\%$.

Name of the Contractor: _____

Title: _____

Signed: _____

9. CONTRACT FORMS

9.1 NOTIFICATION OF AWARD

Letter of Acceptance

[date]

To: [name and address of the Contractor]

This is to notify you that your Bid dated [date] for execution of the [name of the Contract and identification number, as given in the Contract Data] for the Contract Price [amount in numbers and words] [name of currency], as corrected and modified in accordance with the Instructions to Bidders, is hereby accepted by our institution.

You are requested to furnish the Performance Security within 28 days in accordance with the Conditions of Contract, using for that purpose the Performance Security Form included in Section X, Contract Forms, of the Bidding Documents.

Authorized Signature:

Name and Title of Signatory:

Name of institution:

Attachment: Contract Agreement

9.2 CONTRACT AGREEMENT

Contract Agreement

THIS AGREEMENT made theday of,, between [Name of the Employer] (Hereinafter “the Employer”), of the one part, and [Name of the Contractor] (Hereinafter “the Contractor”), of the other part:

WHEREAS the Employer desires that the Works known as [name of the Contract] should be executed by the Contractor, and has accepted a Bid by the Contractor for the execution and completion of these Works and the remedying of any defects therein,

The Employer and the Contractor agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement. This Agreement shall prevail over all other Contract documents.
 - (a) the Letter of Acceptance
 - (b) the Letter of Bid Technical and Financial Parts
 - (c) the addenda Nos _____(if any)
 - (d) the Particular Conditions of Contract
 - (e) the General Conditions of Contract, including Appendices;
 - (f) the Specification
 - (g) the Drawings
 - (h) Bill of Quantities;
 - (i) Activity Schedule; and
 - (j) any other document listed in the RFQ as forming part of the Contract including, but not limited to;
 - i. the ES Management Strategies and Implementation Plans; and
 - ii. Code of Conduct for Contractor's Personnel (ES);
3. In consideration of the payments to be made by the Employer to the Contractor as specified in this Agreement, the Contractor hereby covenants with the Employer to execute the Works and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of [name of the borrowing country]on the day, month and year specified above.

Signed by: _____
for and on behalf of the Employer

Signed by: _____
for and on behalf the Contractor

in the
presence of: _____
Witness, Name, Signature, Address, Date

in the
presence of: _____
Witness, Name, Signature, Address, Date

9.3 FORM OF PERFORMANCE SECURITY

Performance Security

Address of guarantor bank:

.....
.....
.....

Address of beneficiary (contracting agency):

.....
.....
.....

On..... You concluded with..... ("Contractor") a contract for..... (Project, object of contract) at a price of.....

In accordance with the provisions of the contract the Contractor is obligated to provide a performance bond for (10 %) of the Accepted Contract Amount.

We, the undersigned (Guarantor), waiving all objections and defences under the aforementioned contract, hereby irrevocably and independently guarantee to pay on your first written demand an amount up to a total of (in words:)

Against your written declaration that the Contractor has failed to duly perform the aforementioned contract.

In the event of any claim under this guarantee, payment shall be effected to Bank ,
. , SWIFT: , IBAN: For account of
. (Project-executing agency/purchaser).

This guarantee shall be renewed automatically and irrevocably for another extended periods each of them (120) days unless your bank receive from Company ,a written request to cancel the Performance Bond.

By this date we must have received any claims for payment by letter or encoded telecommunication.

It is understood that you will return this guarantee to us on expiry or after payment of the total amount to be claimed hereunder.

This guarantee shall be governed by the laws of Jordan and shall be subject to the Uniform Rules for Demand Guarantees, published as number 458 by the International Chamber of Commerce, except as stated above.

Place, Date

Guarantor

[Bank's Name, and Address of Issuing Branch or Office]

9.4 FORM OF DEFECT SECURITY

To Messrs (The Employer):

We are pleased to inform you that our Bankhas agreed to give a Financial Guarantee to the Contactor:

In pursuance of Tender No. (/)

related to the Project:

An amount of (JD)

As a security for his commitment to execute all his obligations regarding remedy and maintenance in accordance with the provisions of the Contract Agreement.

We undertake to pay you right after receiving your first written demand the said amount or any part you demand, notwithstanding any reservation or stipulation, provided that you mention the reasons for this demand that the Contractor refused or failed to execute his duties regarding remedying and maintenance works in accordance with the Contract, without any consideration to any objection or prosecution by the Contractor on the payment.

This guarantee shall remain valid from the date of issuance until the final Taking-Over of the Works in accordance with the Contract and the completion of the defects and required remedies by the Contractor, unless extended or renewed upon the Employer's request.

Guarantor's signature / Bank:

Authorized to sign:

Date:

9.5 POWER OF ATTORNEY

Please attach here the power of attorney empowering the signatory of the tender and all related documentation. The Power of Attorney shall be certified by an Authorized Agency such as a Notary and by the Jordanian embassy in the country of origin of the bidder.

Signature:STAMP

(Person or persons authorized to sign on behalf of the Tenderer)

Date:

9.6 APPENDIX TO TENDER

ملحق عرض المناقصة

Appendix to Tender

.....المشروع:..... العطاء رقم:

التحديدات	رقم المادة	البيان
شركة مياه اليرموك	2/2/1/1 و 3/1	اسم صاحب العمل: عنوانه:
مساعد المدير العام للعمليات والشؤون الفنية	4/2/1/1	اسم المهندس : عنوانه:
	3/2/1/1 و 3/1	اسم المقاول: عنوانه:
15,000.00 دينار	التعليمات	كفالة المناقصة
(5%) من قيمة العقد النهائي	التعليمات	كفالة اصلاح العيوب
18 شهر (548 يوم) من تاريخ امر المباشرة	3/3/1/1	مدة الإنجاز للأشغال
(730) يوما تقويميا لجميع الأعمال	7/3/1/1	فترة الإشعار باصلاح العيوب
القوانين الأردنية السارية المفعول	4/1	القانون الذي يحكم العقد
اللغة العربية	4/1	اللغة المعتمدة في العقد
اللغة العربية	4/1	لغة الاتصال
(7) ايام تقويمية من تاريخ أمر المباشرة .	1/2	المدة التي سيتم فيها المقاول حق الدخول إلى الموقع
(10%) من "قيمة العقد المقبولة" (5%) من قيمة العقد النهائي	2/4	قيمة ضمان الأداء قيمة ضمان الأداء خلال فترة الإشعار باصلاح العيوب (ضمان اصلاح العيوب)
□ مطلوب	9/4	نظام توكيد الجودة
طيلة ايام الاسبوع / صباحي مسائي	5/6	أوقات العمل المعتادة
(15) يوما، وتعتبر هذه الفترة مشمولة ضمن مدة الإنجاز	1/8	الفترة المحددة لمباشرة العمل بعد التاريخ المحدد للمباشرة
750 دينار عن كل يوم تأخير	7/8	قيمة تعويضات التأخير

2-د

الحد الأقصى لقيمة تعويضات التأخير	7/8	(15%) من قيمة العقد المقبولة
مكافأة الإنجاز المبكر	13/8	لا يوجد
النسبة المئوية التي تدفع للمقاول عن "المبلغ الاحتياطي الذي يتم صرفه" إذا لم ترد في الجداول	5-13/ب	لا يوجد
قيمة الدفعة المقدمة	2/14	لا يوجد
عملات الدفع للمقاول	15/14	الدينار الأردني
تقديم وثائق التأمينات	1/18	خلال (14) يوماً من تاريخ الاحالة
نسبة المحتجزات	3/14	(10%) من قيمة الدفعة
الحد الأعلى للمحتجزات	3/14	(5%) من "قيمة العقد المقبولة"
التحضيرات عند الوصول إلى الموقع	5/14	جميع المواد والتجهيزات الآلية التي تدخل في الأشغال الدائمة
الحد الأدنى لقيمة الدفعة المرحلية	6/14	(000,50) دينار على أن يتم تقديم الفواتير عند إنجاز مناطق كاملة
أسعار تبديل العملات	7/14	
نسبة الفائدة القانونية (نفقات التمويل)	8/14	(5%) سنوياً
الحد الأدنى لقيمة التأمين ضد الطرف الثالث	3/18	(20,000) دينار عشرون ألف دينار أردني لكل شخص في كل حادث بغض النظر عن عدد الحوادث
تشكيل مجلس فضّ الخلافات	2/20	غير مطبق
فترة تعيين مجلس فضّ الخلافات	2/20	غير مطبق
الجهة التي تعين أعضاء مجلس فضّ الخلافات في حالة عدم الاتفاق بين الفريقين	3/20	غير مطبق

2-د

بموجب قانون التحكيم الأردني النافذ	6/20	سلطة تعيين المحكمين في حالة تخلف الأطراف عن التعيين
□ ثلاثة أعضاء	6/20	عدد أعضاء هيئة التحكيم
بموجب قانون التحكيم الأردني	6/20	القواعد الإجرائية للتحكيم
قيمة تعويضات التأخير لكل يوم تأخير .	مدة الإنجاز الخاصة به (3/3/1/1)	أقسام الأشغال (6/5/1/1)
		قسم
		قسم
		قسم