



Ministry of digital economy and entrepreneurship
(MoDEE)

(مرفق رقم 1 للعطاء رقم 52/ح ك/2026)

Scope of Work

Licenses Renewal and Technical support for Nutanix

RFP NO: 52/eGovt/2026



Signed by
Ministry of Digital Economy
Signed on: 2026-10-11 09:32

1. Introduction:.....	3
1.1. RFP Purpose.....	3
1.2. RFP Organization:	3
2. Project Definition and Description	3
2.1. Support services	3
2.2. Service level requirements	4
2.3. Escalation procedures and penalties.....	5
3. Scope of Work and Deliverables:	6
4. Bill of Quantity (BoQ).....	8
• Provide software support from commencement date	9
License to be renewed	9
5. Annexes	10
5.1. Confidentiality Undertaking	10
5.2. TECHNICAL AND FINANCIAL PROPOSAL RESPONSE FORMAT	12

1. Introduction:

1.1. RFP Purpose

The Ministry of Digital Economy and Entrepreneurship (Modee) is soliciting proposals from local Qualified and authorized partners for Nutanix to renew licenses and to provide technical support for the ministry of digital economy and entrepreneurship.

The winning bidder shall be ultimately responsible for all project management tasks relating to the project.

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

1.2. RFP Organization:

This RFP provides the information to enable bidders to submit written proposals for the required scope of work and implementation guidelines. The organization of the RFP is as follows:

Section 1: Introduction

This section outlines the RFPs purpose and its organization.

Section 2: Project Description

This Section outlines the overall description, purpose, objectives and the current situation.

Section 3: Scope of work and deliverables

This Section defines the detailed scope of work required to accomplish this project, description for functional and non-functional requirements.

Section 4: BOQ

BoQ

Section 5: Annexes

2. Project Definition and Description

The project will be renewing Nutanix licenses and to provide technical support

2.1. Support services

Licenses Renewal, Technical support, Maintenance services of Nutanix devices devices

Winning Bidder shall provide support and renewing the licenses **from expiry date** for the mentioned list in section 5 to 31/10/2028.

MODEE seeks to maintain relevant Operating System updates, general fixes, configuration, testing and licenses management, clustering and load balancing software included in addition to any required or needed support and maintenance for software.

Winning bidders should submit to E-government Ops Center a list of qualified support engineers to be responsible for resolving reported incidents/problems highlighting the staff name with contact details.

2.2. Service level requirements

Severity level

A problem is a critical or serious loss of functionality. Severity level is a mean of assessing and documenting the impact of the loss of functionality to the winning bidder and the impact to the business. The severity level gives restoration or repair priority to problems causing the greatest impact to the business. Below is a description for the various severity levels defined and used at eGovernment Ops Center:

Severity One (Urgent)

A severity one (1) issue is a catastrophic business impact: complete loss of a core business process, which needs immediate attention

Severity Two (High)

A severity two (2) issue is critical business impact: significant loss or degradation of services

Severity Three (Medium)

A severity three (3) issue is a medium-to-low impact problem, which involves partial non-critical functionality loss

Severity Four (Low)

A severity four (4) is an important problem but it can wait, as there is no loss of functionality or impact on the business.

Response and Resolution Matrix

Table below describes the response and resolution time required for the different problems severities at eGovernment Ops Center:

Severity	Response Time	Resolution Time
1	1 Hour	8 Hours
2	2 Hours	24 Hours
3	4 Hours	72 Hours

4	8 Hours	One week
---	---------	----------

Table 1 Response and Resolution Matrix

Where:

***Response Time:** The time it takes to acknowledge MODEE's issue in a non-automated way. It is calculated from the time of sending an email explaining the incident, opening a ticket on bidder ticketing system, or conducting a phone call with the assigned support engineer until the time that MODEE is advised their problem has been received and is being addressed

Resolution Time: Is the time taken to resolve the reported incident completely. Resolution Time (Restoration Time) is calculated from the end of the defined response time for each severity level as shown in the above table, it shall include the diagnostic and the fixing time for the reported incident.

2.3. Escalation procedures and penalties

The winning bidder is required to provide the support and maintenance services according to the Response and Resolution Matrix shown in table 1 above. Penalty will be deducted according to table 2 below:

- If the winning bidder passed the Response Time: first level of escalation will be applied by notifying bidder's Technical Support Manager, and assigned contact person.
- If the winning bidder passed the Resolution time without accepted reason from Modee, then Modee is entitled to fix the problem, and to apply penalty on the winning bidder in accordance with the following criteria in table 2 below and all costs incurred by Modee for fixing the problem shall be charged to the winning bidder and deducted from his dues or the performance/ maintenance bond. Noting that penalties will be continue charged to winning bidder until find resolution for the problem.

Severity	Definition	Support Penalty
1	Must be done, essential to business survival. Business can't continue	A penalty of 22 J.D. shall be applied for each day pass the resolution time. This penalty will be applied until solving the problem; after 2 days of starting the problem without solving it, Modee have the right to call 3rd party to fix the problem and all cost incurred for this will be charged to the winning bidder in addition to above penalties.
2	Should be done, near essential to business survival.	A penalty of 18 J.D. shall be applied for each day pass the resolution time. This penalty will be applied until solving the problem; after 3 days of starting the problem without solving it, Modee have the right to call 3rd party to fix the problem and all cost incurred for this will be charged to the winning bidder in addition to above penalties.

3	Could be done, high benefit to business if time and resources are available.	A penalty of 11 J.D. shall be applied for each day pass the resolution time. This penalty will be applied until solving the problem; after 5 days of starting the problem without solving it, Modee have the right to call 3rd party to fix the problem and all cost incurred for this will be charged to the winning bidder in addition to above penalties.
4	Important problem but can wait	A penalty of 5 J.D. shall be applied for each day pass the resolution time. This penalty will be applied until solving the problem; after 5 days of starting the problem without solving it, Modee have the right to call 3rd party to fix the problem and all cost incurred for this will be charged to the winning bidder in addition to above penalties.

Table 2 Penalties

3. Scope of Work and Deliverables:

Important notes

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

- Licenses renewal for the listed in BoQ section 5 from the expiry date shown in section 5 to 31/10/2028 , The winning bidder must renew the licenses within **30 calendar days from the commencement date.**
- **Ultimate Licenses** in **BoQ Section 5** need to be **downgraded to Pro** upon their expiry dates (per Section 5) and **renewed until 31/10/2028.**
- All licenses listed in **BoQ Section 5** must be renewed from their expiry dates (as shown in Section 5) through **October 31, 2028.** Specifically, the **Ultimate Licenses** detailed in BoQ Section 5 need to be **downgraded to Pro** upon their expiry dates before renewal. The winning bidder is required to complete this license renewal, including the downgrade, within **30 calendar days** from the commencement date.
- **The Winning Bidder shall** merge the existing **2,770 cores** (currently on separate licenses) into exactly three (3) licenses: **1,000 cores, 1,000 cores, and 770 cores** to make them easier to manage within **210 calendar days** from the commencement date.
- Provide technical support and maintenance for the software listed in section 5 BOQ. Starting from the commencement date for the local support to 31/10/2028.

- **Nutanix direct support is required**
- **License portability: this SW should give MODEE the ability to use the licenses on the existing HWs & On any new certified HW from same or different vendor, whenever MoDEE decides to phase out the old hardware**

Note that the winning bidder should provide any additional requirements needed for the proper delivering of the project and its cost should be included in the price submitted by the bidder.

Definitions:

- **Final Acceptance:** the official acceptance by MODEE after the winning bidder finishes and delivers all work in the contract and after the maintenance period.

Winning Bidder Activities

- Assign a contact person / account manager to be responsible during the support and maintenance period of this contract.
- Provide support and maintenance services on a 24X7 basis to overall list in section 5 from the **commencement date**, this support must be performed by offsite team assigned by the winning bidder locally based in Jordan, in addition, support engineers must be available on site when required.
- **License renewal** for the listed in BoQ section 5 from the expiry date as shown in section 5.
- **The Winning Bidder shall** coordinate and execute the administrative and technical **merging** of the existing **2,770 cores** currently held under separate licenses, consolidating the entire pool into exactly **three (3) manageable license** allocations consisting of **1,000 cores, 1,000 cores, and 770 cores**, respectively, to streamline ongoing license management within **210 calendar days** from the commencement date..
- **The Winning Bidder shall** downgrade the existing Ultimate licenses listed in the BoQ section 5 to the **Pro** tier and renew the subscription until **October 31, 2028**.
- Comply with the service level requirements defined by the OPS Centre and as shown in section 2 above
- Provide communication channels to enable MODEE to report incidents that should be tracked and monitored till final resolution by the winning bidder, and keeping MODEE informed about the status for these incidents
- Ensure the availability of educated resources at the local partner when needed to provide on-site support

- Issue a service report after each and every site visit registering the reported incident, its root cause and the followed procedures for issue(s) successful resolution including the taken and/or suggested recommendations and measures that shall prevent such incidents / issues from reoccurring in the future
- Applying the latest fixes, patches and required upgrades (major and minor) to the installed software during the support and maintenance period (if required) while ensuring system's integrity, reliability, conformity and normal operation for all system features including the content

Technical proposal requirements

The bidder is required to provide the following information in the technical proposal in relation to this RFP:

- Comply to compliance sheet shown in Annex 6.4
- Demonstrate the technical capability for the team who will be in charge for maintaining and supporting the platform, by providing the team qualifications and number of people who will be dedicated for supporting and maintaining the installed platform.
- Provide the appropriate escalation matrix and procedures (with contact details for concerned parties) that guarantees performing corrective measures in case needed and in actions within a guaranteed manner.
- Propose the Software Update Management Procedure, i.e. a proven approach for software patches, hot fixes and minor upgrades (if the need may be) for the proposed solution.

Financial Proposal Requirements

- List all cost associated with the renewing existing licenses
- List all cost associated with support (SW)

Deliverables

- Proof of renewing the license from the mother company.
- Proof of the newly consolidated licenses from the mother company, along with the new License ID in the event of any changes.
- Service reports for all reported and resolved incidents signed by a representative from the eGov Ops Center

4. Bill of Quantity (BoQ)

- The winning bidder must renew the licenses (Nutanix support) for the Nutanix products listed below. This renewal should extend from their

current expiry dates to October 31, 2028.

- For the **Ultimate Licenses** in **BoQ Section 5**, we require them to be **downgraded to Pro** effective from their expiry date. Afterward, these licenses must be **renewed to cover the period up to October 31, 2028**.
- Provide software support **from commencement date**

License to be renewed

License ID		Tier	Licensing Metric cores	Expiry Date	Price per item	Total Price
LIC-02507587		NCI Pro	624	*31/10/2026		
Downgrade to Pro	*LIC-01455100	NCI Ultimate	144	*3/31/2027		
	*LIC-02441991	NCI Ultimate	120	*3/14/2027		
Total						

All prices should be quoted in Jordanian Dinars inclusive of all expenses, governmental fees and taxes, including sales tax

5. Annexes

5.1. Confidentiality Undertaking

Confidentiality Undertaking

This Undertaking is made on [DATE] by [NAME] “[Consultant]” to the benefit of the Ministry of Digital Economy and Entrepreneurship, “[Principal]” [8th Circle, P.O. Box 9903, Amman 11191 Jordan].

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

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

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

Confidential Information:

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

The Consultant hereby acknowledges and agrees that;

- (1) The Confidential Information will be retained in the Principal's premises and will not be moved without the express written consent of the Principal. All Confidential Information shall be and remain the property of the Principal, and such Confidential Information and any copies thereof, as well as any summaries thereof, shall be promptly returned to the Principal upon written request and/or destroyed at the Principal's option without retaining any copies. The Winning bidder shall not use the Confidential Information for any purpose after the Project.
- (2) It will use all reasonable means and effort, not less than that used to protect its own proprietary information, to safeguard the Confidential Information.
- (3) the Winning bidder shall protect Confidential Information from unauthorized use, publication or disclosure.
- (4) It will not, directly or indirectly, show or otherwise disclose , publish, communicate, discuss , announce, make available the contents of the Confidential Information or any part thereof to any other person or entity except as authorized in writing by the Principal.
- (5) It will make no copies or reproduce the Confidential Information, except after the Principal's written consent.

Remedy and damages:

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

Employee Access and Control of Information

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

Miscellaneous

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

Term of Agreement

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

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

Consultant:

By: _____

Authorized Officer

5.2. TECHNICAL AND FINANCIAL PROPOSAL RESPONSE FORMAT

Technical Proposal Response Format

Compliance Table

No.	Requirement	Comply (Y/N)	Comment
1	Have Nutanix partnership		
2	Assign a contact person / account manager to be responsible during the support period of this contract.		
3	Provide support and maintenance services on a 24X7 basis to overall list in section 5 from the commencement date, this support must be performed by offsite team assigned by the winning bidder locally based in Jordan, in addition, support engineers must be available on site when required.		
4	Comply with the service level requirements defined by the MODEE and as shown in section 2 above		
5	License renewal for the listed in BoQ section 5 from the expiry date as shown in section 5		
	downgraded Ultimate Licenses to Pro effective from their expiry date.		
	merge the existing 2,770 cores into three (3) licenses: 1,000 cores , 1,000 cores , and 770 cores		
6	Provide communication channels to enable MODEE to report incidents that should be tracked and monitored till final resolution by the winning bidder, and keeping MODEE informed about the status for these incidents		

Licenses Renewal, Technical support, Maintenance services of Nutanix devices devices

7	Ensure the availability of educated resources at the local partner when needed to provide on-site support		
8	Issue a service report after each and every site visit registering the reported incident, its root cause and the followed procedures for issue(s) successful resolution including the taken and/or suggested recommendations and measures that shall prevent such incidents / issues from reoccurring in the future		
9	Applying the latest fixes, patches and the required update to the installed software during the support period (if required) while ensuring system's integrity, reliability, conformity and normal operation for all system features including the content.		
10	Has an experience in similar projects in the last 5 years. (one similar project)		
11	Provide the appropriate escalation matrix and procedures (with contact details for concerned parties) that guarantees performing corrective measures in case needed and in actions within a guaranteed manner.		
12	Respond to Modée inquiries according to the required response and resolution matrix (Refer to table 1) section 2.4.2		
13	Propose the Software Update Management Procedure, i.e. a proven approach for software patches, hot fixes and updates (if the need may be)		

Track Record

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

CVs of Project Staff

Licenses Renewal, Technical support, Maintenance services of Nutanix devices devices

A summary of proposed team and a description of each project staff role and their relevant experience. Brief resumes of the team who will work on the project (all detailed resumes should be included in an Appendix). The bidder should also indicate the availability of the proposed staff and indicate which phases of the project each team member is participating in, what role they will be playing, and what their utilization rate will be (percentage of their time), below is the required template to be filled for each team member

<u>Curriculum Vitae</u>	
Proposed Position on the Project:	_____
Name of Firm:	_____
Name of Personnel:	_____
Profession/Position:	_____
Date of Birth	_____
Years with the Company: _____	Nationality: _____
Proposed Duration on Site: _____	
Key Qualifications and Relevant Experience	

Expected Role in Proposed MQ Project	

Education	

Employment Record:	
(a) Employment Record	From date — present
Employer	_____
Position held	_____

(b)	Employment record	_____ — _____
	Employer	_____
	Position held	_____
(c)	Employment record	_____ — _____
	Employer	_____
	Position held	_____
Languages:		
		<u>Reading</u> <u>Speaking</u> <u>Writing</u>
	Language 1	
	Language n	
	-----	-----
	Signature	Date

Other Information

Appendices

Financial Proposal Response Format

Please indicate the overall estimated cost of your proposed solution.

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

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

Services	Amount
Renewing the existing licenses (Nutanix support)	
software support (Local Support)	
Total	

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

Project Detailed Cost:

1. License renewal (for 939 days)

Product Code	Serial Number	Description	QTy	Start Date	End Date	Unit price	Total Price

2. Support Services

Support Services	price per month	Total Cost	Comments
<i>[List all activities associated with Support Services]</i>			
TOTAL			

Total Amount in Words: (OnlyJordanian Dinars)

Other Costs (if any)

Note (1): The Itemized Financial Proposal will be examined prior Contract Award in order to ascertain that the items are correctly calculated. The itemized prices are for reference only and the lump sum price shall constitute all costs ...etc incurred by the bidder for the execution of the project. Should any arithmetical error be found, it will be corrected and the Proposal Value will be amended accordingly. MODEE encourages all bidders to study carefully their prices and to submit their final and lowest prices.

Note (2): The bidder shall also take into account that all the rates quoted in his Price Proposal shall be fixed throughout the Contract duration and that no adjustment to such rates shall be accepted by MODEE, except when otherwise provided for in the Contract.