

Ministry of Digital Economy and Entrepreneurship
(MoDEE)

نطاق العمل ومتطلبات الخدمة

AWS Management, Support and Operations Services

1. Introduction:

1.1. RFP Purpose

The Ministry of Digital Economy and Entrepreneurship (MoDEE) is soliciting proposals from qualified bidders to provide Support, Management and Operations Services for MoDEE's AWS accounts, environments, and cloud infrastructure.

The successful bidder shall be responsible for managing and coordinating all activities required for the effective delivery of the services and shall ensure the successful provision of the required services throughout the contract period.

2. Project Description

The Ministry of Digital Economy and Entrepreneurship (MoDEE) operates multiple national digital platforms and services hosted on Amazon Web Services (AWS). These platforms support critical government services across multiple AWS accounts and environments, including production, development, staging, pre-production, and disaster recovery environments.

MoDEE's AWS environment supports a wide range of workloads and services, including web applications, APIs, databases, integration services, content delivery, monitoring, security, and disaster recovery capabilities.

To maintain the stability, availability, security, and performance of these environments, MoDEE requires specialized AWS Management, Support, and Operations Services. The required services shall support the effective and reliable operation of the AWS environments throughout the contract period.

2.1. Operations Managed Services and Support

The winning bidder shall provide comprehensive AWS Management, Support and Operations Services for the AWS accounts, environments, and cloud infrastructure operated by MoDEE.

The services covered under this RFP shall include all AWS accounts, environments, cloud resources, and related services identified in **Section 3: Scope of Work and Deliverables**, as well as any additional AWS accounts, environments, cloud resources, or related services established during the contract period within the AWS Organization managed by MoDEE.

The required services shall support the availability, security, reliability, and performance of MoDEE's AWS environments and shall cover AWS infrastructure, platform services, security services, monitoring solutions, and other AWS resources operating within the Ministry's cloud environment.

The winning bidder shall respond to MoDEE inquiries, incidents, and service requests in accordance with the response and resolution requirements specified in **Section 2.2: Service Level Requirements**.

The winning bidder shall provide MoDEE with a list of qualified support engineers responsible for resolving reported incidents and problems. The list shall include each engineer's name, role, relevant certifications, and contact details.

The winning bidder shall ensure that any operational activities, configuration changes, upgrades, patches, or modifications performed on AWS resources do not negatively impact the availability, security, performance, or functionality of the Ministry's services and environments.

The services shall include, but not be limited to, Managed Services, Incident Management, Problem Management, Change Management, Release Management, Configuration Management, Monitoring Services, Security Management, and Reporting Services, in accordance with the approved e-Government Operations Center processes.

In addition to the operational and support services, MoDEE may utilize Professional Services (Man-Days) on an as-needed basis for activities not covered in scope of this RFP.

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 operations data 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	Availability	Response Time	Resolution Time
1	24x7	1 Hour	6 Hours
2	24x7	2 Hours	12 Hours
3	24x7	4 Hours	72 hours
4	24x7	8 Hours	7 business days

Table 1

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

• Escalation Procedures and Penalties

The winning bidder is required to provide AWS accounts a Support and Operations Services in accordance with the Service Level Requirements defined in this RFP.

The bidder shall adhere to the agreed response times, resolution times, implementation commitments, and approved schedules for the manage services and support.

If the winning bidder exceeds the defined Response Time for an incident, the first level of escalation shall be initiated by notifying the bidder's Technical Support Manager and the assigned contact person.

If the winning bidder exceeds the defined Resolution Time without an accepted justification approved by MoDEE, MoDEE is entitled to apply the penalties defined below.

If required, MoDEE reserves the right to engage a third party to resolve the incident. Any costs incurred by MoDEE for resolving the incident shall be charged to the winning bidder and deducted from its dues or from the performance/maintenance bond.

Severity	Definition	Support Penalty
1	Must be done, essential to business survival. Business can't continue	A penalty of 8 J.D. shall be applied for each Hour pass the resolution time. This penalty shall continue for first 24 hours, if delay continues, then a penalty of 192 JD per day shall be applied, This penalty will be applied until resolving the incident. After 2 days , if the incident not resolved then MoDEE have the right to called 3rd party to resolve the incident and all cost incurred by MoDEE for fixing the problem will be charged to winning bidder
2	Should be done, near essential to business survival.	A penalty of 160.D. shall be applied for each day pass the resolution time. This penalty will be applied until resolving the incident. After 3 days, if the incident not resolved then MoDEE have the right to called 3rd party to resolve the incident and all cost incurred by MoDEE for fixing the problem will be charged to winning bidder
3	Could be done, high benefit to business if time and resources are available.	A penalty of 125 J.D. shall be applied for each day pass the resolution time. This penalty will be applied until resolving the incident. After 4 days, if the incident not resolved then MoDEE have the right to called 3rd party to resolve the incident and all cost incurred by MoDEE for fixing the problem will be charged to winning bidder
4	Important problem but can wait	A penalty of 90 .D. shall be applied for each day pass the resolution time. This penalty will be applied until resolving the incident. After 5 days, if the incident not resolved then MoDEE have the right to called 3rd party to resolve the incident and all cost incurred by MoDEE for fixing the problem will be charged to winning bidder

Table 2 Penalties

3. Scope of Work and Deliverables:

AWS Environments Covered Under This RFP

The winning bidder shall provide Management, support Operations Services for all AWS accounts listed in the table below, which are part of the MoDEE AWS Organization. The winning bidder shall provide the required services for all active accounts and any additional AWS accounts established within the same AWS Organization during the contract period.

#	Account Name	Status
1	ajyal-nonprod	Active

AWS Management, Support and Operations Services

2	ajyal-production	Active
3	darsak.gov.jo	Active
4	GLTRC	Active
5	JFDA	Active
6	MODEE	Active
7	Modee-DevOps	Active
8	modee-identity-account	Active
9	Modee-Logs	Active
10	Modee-POC-Account	Active
11	moe-tawjihi	Active
12	Sanad Website	Active
13	Sanad-BE	Active
14	Sanad-Business	Active
15	sanad-legal	Active
16	Sanad-Tawqi3i	Active
17	Teachers Platform	Active
18	TVSDC-Tadreebak	Active
19	Mowasalati	Active

The scope of this RFP shall also include any additional component to AWS accounts, environments, workloads, services, applications, or cloud resources established, migrated, onboarded, deployed, or created by MoDEE during the contract period within the same AWS Organization.

The addition of new AWS environments within the MoDEE AWS accounts during the contract period shall not constitute a change in scope and shall be covered under the AWS Support and Operations Services provided under this contract.

The winning bidder shall support all AWS services, cloud resources, infrastructure components, networking services, security services, monitoring services, databases, storage services, backup services, disaster recovery services, and application hosting platforms operating within the AWS environments covered under this RFP.

• Important Notes

The bidder shall have the necessary technical capability to provision, manage, and maintain AWS infrastructure using Terraform as an Infrastructure as Code (IaC) tool.

MoDEE reserves the right to require the successful bidder to provision and manage any new AWS infrastructure, services, resources, or environments under this contract using Terraform.

Where requested by MoDEE, the successful bidder shall develop, maintain, and document the required Terraform code in accordance with AWS and Terraform best practices. All Terraform source code, modules, variables, state management documentation, configuration files, and related artifacts developed under this contract shall be delivered to MoDEE and shall become the property of MoDEE.

The bidder shall ensure that the IaC code is complete, reusable, maintainable, and sufficiently documented to enable MoDEE to independently deploy, modify, and manage the implemented AWS infrastructure.

Final deliverables submitted by the winning bidder shall be attached to official letters and properly bound, stamped, and signed by the winning bidder, as defined and approved by MoDEE.

The duration of this contract shall be 12 months (365 calendar days).

The winning bidder shall provide any additional requirements necessary for the proper delivery of the services. The cost of such requirements shall be deemed included in the bidder's submitted price.

Winning Bidder Activities

For the proper execution of the contract, the winning bidder shall perform the following activities in addition to any additional related activities necessary for the successful delivery of the services.

- Assign a dedicated contact person or account manager as the primary point of contact throughout the contract period.
- Provide management and support operations services for all AWS accounts, environments, and cloud infrastructure covered under this RFP through a locally based support team in Jordan. Qualified support engineers shall be available on-site whenever requested by MoDEE.
- Comply with the Service Level Requirements and operational procedures defined by the Operations Center and specified in this RFP.
- Provide communication channels and use a ticketing system to enable MoDEE to report incidents and service requests. All requests shall be tracked, monitored, and managed until final closure.
- Ensure the availability of qualified AWS-certified resources capable of supporting all AWS accounts, environments, and services covered under this RFP.
- Issue reports for major incidents, on-site visits, and significant operational activities. Such reports shall include the issue description, root cause analysis, where applicable, actions taken, recommendations, and preventive measures.
- Apply required updates, patches, configuration changes, security enhancements, and operational improvements while maintaining system integrity, reliability, security, and service continuity.
- Monitor AWS environments and provide recommendations related to performance optimization, security improvements, operational efficiency, and cost optimization.
- Perform one AWS Environment Health Check at the beginning of the contract and remediations of finding.
- During the onboarding phase, perform a comprehensive assessment of the existing AWS environment and produce complete, up-to-date technical documentation,

including architecture diagrams, network diagrams, infrastructure inventory, and operational documentation reflecting the current state of the environment.

- Maintained and update the documentation and architecture diagrams throughout the contract period to reflect any approved changes to the AWS environment.
- All new AWS infrastructure, services, and environments implemented under this contract shall be provisioned and managed using **Terraform** as the Infrastructure as Code (IaC) tool. The successful bidder shall develop, maintain, and document the Terraform code in accordance with AWS and Terraform best practices. All Terraform source code, modules, variables, state management documentation, and related artifacts developed under this contract shall be delivered to MoDEE and shall become the property of MoDEE. The bidder shall ensure that the IaC code is complete, reusable, maintainable, and sufficient for MoDEE to deploy, modify, and manage the implemented infrastructure independently.
- Maintain and update Terraform source code, modules, variables, and related documentation for infrastructure developed under this contract.
- Maintain and update AWS technical documentation and architecture diagrams to reflect approved changes throughout the contract period.
- Provide twenty (20) Professional Services Man-Days, upon MoDEE's request, for approved activities outside the scope of this RFP.

Note: Bidders shall provide pricing for twenty (20) Man-Days. MODEE may utilize part or all of these Man-Days, or may not utilize any of them, based on its actual requirements. Payment shall be made only for the Man-Days actually utilized by MODEE.

Technical proposal requirements

The bidder shall provide the following information as part of its technical proposal:

- Complete the Compliance Sheet provided in **Annex 6.2**.
- Demonstrate the technical capability of the proposed team responsible for supporting and operating the AWS accounts, environments, and cloud infrastructure covered under this RFP. The bidder shall provide the team members' roles, qualifications, relevant AWS certifications, and contact details.
- Provide an escalation matrix and escalation procedures, including the contact details of the relevant parties, to ensure that incidents and issues are addressed within the required service levels.
- Describe the proposed Management, Support and Operations services Methodology, including procedures for Incident Management, Change Management, Monitoring, Reporting, Security Management, and Service Request Management.
- Describe the proposed ticketing system to be used for managing and tracking incidents, service requests, and change requests through to closure.
- Provide evidence of similar project accomplished during the last five years, in accordance with the requirements specified in this RFP.

Financial Proposal Requirements

The bidder shall provide a financial proposal that:

- Fixed lump-sum price, including a detailed breakdown of all costs associated with the Management, Support, and Operations Services.
- Detailed breakdown of all costs associated with the **20 Man-Days**.

Deliverables

- Initial AWS Environment Assessment Report.
- Current-State AWS Architecture Diagrams.
- AWS Accounts and Services Inventory.
- Backup and Disaster Recovery Documentation.
- Any other technical documentation required to accurately reflect the current AWS environment.
- Monthly Service and incident Reports.
- Man-Day Utilization and Request Reports.
- Root Cause Analysis (RCA) Reports for Severity 1 Incidents.
- Health check and remediation report.
- All Terraform source code, modules, variables, state management documentation, and related artifacts developed under this contract

4. Bill of Quantities (BoQ)

The bidder shall provide pricing for all services covered under this RFP. All prices shall be quoted in Jordanian Dinars (JOD) inclusive of all expenses, governmental fees, taxes, and sales tax.

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	Item	Price (JOD)
1	AWS Management, Support and Operations Services (12 months)	
2	Professional Services (20 Man-Days) upon request	
	Total Price:	

All prices shall be quoted in Jordanian Dinars (JOD) inclusive of all expenses, governmental fees, taxes, and sales tax.

5 Technical Proposal Response Format

1. Compliancy Table

No.	Requirement	Comply (Y/N)	Comment
1	The bidder has successfully completed at least two (2) AWS Support, Managed Services, Cloud Operations, or Cloud Infrastructure projects during the last five (5) years.		
2	The bidder provides references for similar AWS projects.		
3	The bidder has at least one (1) resource holding an AWS Professional-level Certification, such as AWS Certified Solutions Architect – Professional, AWS Certified DevOps Engineer – Professional, or an equivalent AWS Professional-level certification.		
4	Assign a dedicated contact person or account manager to serve as the primary point of contact throughout the contract period.		
5	Provide AWS Support and Operations Services for all AWS accounts, environments, and cloud infrastructure covered under this RFP through a locally based support team in Jordan, with on-site support available when requested by MoDEE.		
6	Comply with the service level agreement defined in Section 2.		
7	Provide communication channels and use a ticketing system to manage and track incidents, service requests, and change requests through to final closure.		
8	Ensure the availability of qualified technical resources capable of providing remote and on-site support when required.		
9	Issue service reports for major incidents, major changes, on-site support activities, and other significant operational activities, including actions taken, root causes, where applicable, and recommendations.		
10	Apply required updates, patches, security enhancements, configuration changes, and operational improvements while maintaining service availability and system integrity.		
11	Provide an appropriate escalation matrix and escalation procedures, including contact details of the relevant parties, to ensure timely corrective actions and service restoration.		
12	Respond to MoDEE incidents, inquiries, and service requests in accordance with the response and resolution requirements defined in Section 2.		

No.	Requirement	Comply (Y/N)	Comment
13	Provide a proposed AWS Support and Operations Methodology covering Incident Management, Change Management, Monitoring, Reporting, Security Operations, and Service Request Management.		
14	Provide a documented Software Update and Patch Management Procedure for AWS-hosted services and platforms.		
15	Perform AWS Environment Health Checks and provide remediation recommendations as specified in the Scope of Work.		
16	Provide the required monthly service reports, incident reports, and other operational reports throughout the contract period.		
17	Provide Professional Services (20 Man-Days) on an as-needed basis and upon MoDEE's request for approved activities outside of this RFP scope.		
18	Demonstrate experience in supporting AWS services related to compute, networking, storage, databases, security, monitoring, backup, and disaster recovery.		
19	Demonstrate experience in supporting production, pre-production, development, staging, and disaster recovery environments.		
20	The bidder shall demonstrate that it is an active AWS Advanced Tier Services Partner or higher, and shall be currently listed in the AWS Partner Solutions Finder with Jordan identified as one of its registered locations		
21	Perform a comprehensive assessment of the existing AWS environment during the onboarding phase and provide complete current-state technical documentation.		
22	Provide current-state AWS architecture diagrams, network diagrams, infrastructure inventory, AWS accounts and services inventory, and operational documentation.		
23	Maintain and update the AWS technical documentation and architecture diagrams throughout the contract period to reflect approved changes.		
24	Being able to Use Terraform as the Infrastructure as Code (IaC) tool for all new AWS infrastructure, services, and environments implemented under this contract.		
25	Being able to Deliver all Terraform source code, modules, variables, state management documentation, and related artifacts developed under this contract to MoDEE.		
26	Provide AWS Support and Operations Services for all active AWS accounts listed in the AWS Accounts table and any additional AWS		

No.	Requirement	Comply (Y/N)	Comment
	accounts established within the same AWS Organization during the contract period.		
27	Submit All deliverables requested & mentioned in this RFP in additional to any other might be need to perform the scope of work		

The bidder shall demonstrate its track record in delivering projects similar in scope, size, and nature to the services required under this RFP during the last Five (5) years.

The bidder shall provide details of at least two (2) similar AWS Support, Managed Services, Cloud Operations, or Cloud Infrastructure projects, including:

- Client name.
- Project description and scope.
- Contract duration.
- Services provided.
- Project value (optional).
- Contact details of client references.

MoDEE reserves the right to contact the provided references for verification purposes.

CVs of Project Staff

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 AWS 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.

Costs shall be broken down according to the schedules below and in accordance with the detailed Scope of Work presented in Section 3 of this document.

The price quotation shall be provided as an all-inclusive fixed lump-sum price in Jordanian Dinars (JOD). All prices shall be inclusive of all fees, taxes, duties, and applicable governmental charges. All prices shall include on-site and remote support services as required.

Services	Amount
AWS Management, Support and Operations Services (12 Months)	
Professional Services (20 Man-Days)	
Total	

**Total Amount in Words: (Only -----
Jordanian 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 its 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.