وزارة الطاقة والثروة المعدنية

عطاء رقم (26/ع/لوازم/2025)

عطاء تطوير وبناء نظام الكتروني لتتبع العينات المخبرية في

مديرية المختبرات

2025

الشـــــروط العامــــة للعطـــاء رقــــم (26/ع/لوازم/2025)

1. يعتبر تقديم عرض المناقص بأنه مطلع ومتفهم وملتزم بجميع مواد وتعليمات نظام المشـتريات الحكومية رقم (8) لسنة 2022 وتعليمات تنظيم اجراءات المشتريات الحكومية لسنة 2022 ووثائق دعوة العطاء.

2. يـــرفق بالعرض تأمين للدخـــول في العطـــاء على شكـــل كفالـــة بنكيـــة (مرفق صـورة عنها للالتزام) أو شيك مصـدق صـادرة / صـادر عن بنك محلي بنسبة لا تقل عن (3%) من قيمة العرض الإجمالية وسوف لن ينظر في أي عرض غير معزز بالتأمين المطلوب.

3. يلتزم المناقص أن يبقى العرض المقدم منه نافذ المفعول لمدة لا تقل عن (90) يوماً من التاريخ المحدد كآخر موعد لتقديم العروض، وان تكون مدة سريان الكفالة تغطي مدة سريان العرض وبخلاف ذلك للجنة الشراء الرئيسية /لوازم الحق في استبعاد العرض المقدم .

4. يعتبر صدور قرار الإحالة المبدئي وإشعار المناقص به ملزماً له.

5. يجب أن تكون المواصـفات الواردة في عرض المناقص واضـحة ومبوبة بشـكل جيد مع بيان السـعر الافرادي والإجمالي وفترة التسـليم الكتالوجات الارشادية لاستخدام النظام بالاضـافة للتحديثات المجانية للنظام ولمدة ثلاث سنوات مع العروض.

6. يجب أن يكون المناقص من ذوي الاختصـاص وإرفاق صـورة عن رخصـة المهن سـارية المفعول وتبين وبشـكل واضح عنوانها الدائم (الموقع البريد الالكتروني/ الهاتف/ الفاكس...) ومشترك بنظام الفوترة الالكترونية .

7. تقدم الأسعار بالدينار الأردنـــي، بحيث تكون الأسعار شاملة التوريد والتشغيل والتدريب والضريبة العامة على المبيعات والرسوم والضرائب الأخرى وأية عوائد حكومية أو غير حكومية.

8. يلتزم المتعهد بدفع رسوم الطوابع المستحقة بعد تبلغ قرار الإحالة و قبل توقيع أمر الشراء .

9. يلتزم المتعهد بتقديم تأمين حُسن تنفيذ على شكـــل كفالـــة بنكيـــة أو شيك مصدق صـادرة / صـادر عن بنك محلي بنسبة (10%) من قيمة اللوازم المحالة عليه بعد تبلغ قرار الإحالة و قبل توقيع أمر الشراء.

10. يلتزم المتعهد بتقديم تأمين صـيانة بنسـبة لا تقل عن (5%) من قيمة اللوازم المحالة عليه لمدة ثلاث سـنوات على الاقل من تاريخ الاستلام النهائي .

11. يلتزم المتعهد بالصيانة المجانية لمدة ثلاث سنوات على الاقل .

12. يلتزم المتعهد بتقديم جميع الضـمانات باسـم معالي وزير الطاقة والثروة المعدنية بالإضـافة لوظيفته وتثبيت اسـمه ورقم العطاء مع بيان نوع التأمين.

13. توريد النظام وتشغيله وتسليمه خلال اربعة اشهر من تاريخ توقيع امر الشراء

14. تفرض غرامات التأخير وفقاً لنظام المشـتريات الحكومية رقم 8 لسـنة 2022 وتحسـب بواقع (20) ديناراً عن كل يوم تأخير وبما لا يزيد عن (15%) من قيمة الاحالة.

15. يعتبر صدور قرار الاحالة المبدئي واشعار المناقص به ملزما له.

16. يتم دفع ثمن اللوازم بعد التوريد والتشغيل والتدريب وتقديم مطالبة مالية والاستلام النهائي

17. في حالة تقصير المتعهد أو عدم إيفائه بالالتزامات المترتبـة عليه بموجب قرار الإحالة يحق للجنـة الشراء الرئيسية لوازم مصادرة تأمين حُسن التنفيذ كلياً أو جزئياً والشراء على حسابه وتحميله فروق الأسعار بالاضافة الى ما ورد في البند (14).

18. يحق للجنة الشراء الرئيسية / لوازم إهمال أي عرض مخالفاً للشـروط و/ أو المواصفات الواردة بدعوة العطاء .

19. يحق للجنة الشراء الرئيسية / لوازم الغاء دعوة العطاء او أي بند من بنوده او اعادة الطرح في أي وقـــــت او أي مرحلة دون بيان الاسباب ما لم يكن المتعهد قد تبلغ امر الشراء وقرار الاحالة.

20. يحق للجنة الشراء الرئيسية / لوازم زيادة أو انقاص الكميات المطلوبة قبل الاحالة دون الرجوع الى المناقص او بعد الاحالة بموافقة المتعهد الخطية.

21. تطبق أحكام نظام المشـتريات الحكومية رقم (8) لسـنة 2022 وتعليمات تنظيم اجراءات المشتريات لسـنة 2022 والشروط العامة والخاصة وتكون ملزمة للمناقصين.

22. تقديم العرض الفني والمالي في مغلف واحد.

البنك : _____

سند كفالة دخول العطاء

السادة وزارة الطاقة والثروة المعدنية

التـــاريـــخ : ____ /__ / 202م

تاريخ الاستحقاق : ____ /__ / 202م

رقـم الكفــالـة : (_____)

تحية طيبة وبعد،،،

يكفل البنك _____ فرع _____

السادة / المناقص _____

بمبلغ (_____) دينار فقط _____

لمدة _____

وذلك ضمانـاً لدخول العطاء رقم (_____)

الخاص بشراء (_____)

ويتعهد البنك بتمديد سريان الكفالة لتغطي مدة سريان العرض وبدفع قيمة الكفالة إليكم أو أي جزءٍ منها عند أول مطالبة خطية منكم بالتمديد أو الدفع, وذلك خلال فترة سريانها، علماً بأن أي مطالبة ترد الى البنك **يجب أن تكون في/أو قبل موعد استحقاقها وتصبح الكفالة ملغاة بعد انتهاء مدتها.**

---

* **لا تقبل وزارة الطاقة والثروة المعدنية أي شرط يعيق التمديد و الدفع وترفض أي كفالة تتضمن مثل هذا الشرط.**

البنك _____

سند كفالة حسن تنفيذ

السادة:

التـــــاريــخ : ___/__/__202

تاريخ الاستحقاق : ___/__/__202م

رقـــم الكفــــالة : (_____)

تحية وبعد،،،

يكفل بنك _____ فرع _____

السادة / المتعهد _____

بمبلغ (_____) دينار فقط (_____)

وذلك ضماناً لحسن تنفيذ قرار الإحالة رقم (_____) الخاصة بالعطاء رقم (_____)

المتعلق بتوريد _____

هذه الكفالة غير مشروطة وغير قابلة للنقض وسارية المفعول لغاية ___/__/__202م

ويتعهد البنك بتمديد سريان هذه الكفالة أو بدفع قيمتها إليكم أو أي جزءٍ منها عند أول مطالبة خطية منكم بالتمديد أو الدفع، وذلك خلال فترة سريانها، ولا تلغى هذه الكفالة خلال فترة سريانها إلا بكتاب رسمي من _____

وفي حال تخلف البنك عن دفع قيمة هذه الكفالة أو أي جزء منها _____ عند الطلب، فإن البنك يفوض معالي محافظ البنك المركزي بناءً على طلب _____ بقيدها على حسابه الجاري لدى البنك المركزي ولحساب الخزينة.

- لا تقبل أي شرط يعيق التمديد والدفع وكل كفالة تتضمن مثل هذا الشرط لا تُقبل.

البنــك ....

سند كفالة صيانة

السادة :   الفــرع :

                                    التاريــخ :   /   / **20**

                                    رقم الكفالة :

تحية وبعد،

يكفل البنك .... فرع ....

السادة / المتعهد ....

بمبلغ (   ) دينار فقط ....

سارية المفعول لغاية ....

وذلك ضـمانـاً لصيانة اللوازم المحالة على المتعهد المذكور بموجب قرار الإحالة رقم (/   ) المنبثق عنه أمر

الشراء رقم (..).
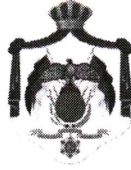
المتعلق بتوريد ....

هذه الكفالة غير مشروطة وغير قابلة للنقض وتجدد تلقائياً ولا تلغى إلا بكتاب رسمي من (اسم الجهة

المستفيدة)

ويتعهــد البنــك بـدفع قيمــة الكفالــة إليكم أو أي جـزء منهـا عنـد أول مطالبـة خطيـة

منكم، رغم أي معارضة من قبل المتعهد.

ملخص العرض المقدم

البند	الكمية	السعر الإفرادي	السعر الإجمالي	بلد المنشأ	فترة التوريد	سنة الصنع
نظام تتبع الكتروني شامل التدريب مع كافة المتطلبات بشرط شامل شروط العطاء الخاصة والعامة	1				4 أشهر	
نسبة الخصم						
السعر الإجمالي شامل كافة الضرائب والرسوم						

MINISTRY OF ENERGY AND MINERAL RESOURCES

Technical Specifications

Automation of Laboratory Testing Service

Ministry of Energy and Mineral Resources - MEMR

1 Scope of Work

1.1 Project Overview

The Ministry of Energy and Mineral Resources seeks to enhance its electronic services by automating the laboratory testing service. This new system will streamline the laboratory testing process, enabling individuals and companies to conduct tests and track results with ease. The end-to-end workflow will be managed within the system, offering administrative teams tools for monitoring, notifications, and effective responses. From scheduling appointments to completing tests, the system will facilitate the entire testing process, incorporating features for online payments, appeals, and the delivery of results directly through the platform. This enhancement is expected to increase the annual volume of tests, thus contributing to higher revenue for both the ministry and the Jordanian government.

To further expedite the process, the system will integrate with delivery services and electronic payment platforms, allowing users to submit requests and complete procedures effortlessly.

The system will support three main user groups:

- End users (individuals and companies): Responsible for submitting laboratory test requests.
- Ministry employees: Tasked with managing the testing process, taking necessary actions, and providing results to users.
- System administrators: Responsible for overseeing request management, data administration, and generating reports on requests and employee performance.

1.2 System Components

1.2.1 End User Portal

The system will feature a comprehensive portal for end users (individuals and companies), designed to facilitate laboratory test management. Through this portal, users can perform a range of actions, including account creation, test request submission, progress tracking, result retrieval, and fee payments, all in a secure and user-friendly environment.

1.2.1.1 Create an Account

The registration process is designed to be quick and secure, allowing users to create an account by completing a registration form. Once the user fills out the necessary fields (such as name, contact information, and email address), a verification code will be sent to their email. The user must enter this code to activate their account, confirming the validity of the data provided. This extra layer of security ensures that the portal maintains accurate records and safeguards against unauthorized access.

1.2.1.2 Log In

The portal's login functionality requires users to enter their email and password. To enhance security, the system may also support multi-factor authentication, which can include sending a one-time code to the user's registered email or phone number. This added security measure helps protect user accounts and maintain data privacy within the portal.

In addition, the system will be integrated with LDAP authentication, allowing employees to log in using their existing corporate email accounts and predefined passwords. This ensures centralized credential management and seamless access for internal users.

1.2.1.3 Forgot Password

In cases where users forget their password, they can initiate a password reset through the portal. By entering their registered email address, they will receive a verification code to confirm their identity. Once the code is entered correctly, users can create a new password, ensuring they regain access quickly while adhering to security protocols. This feature supports both individual and international users, providing a seamless and secure experience.

1.2.1.4 Add Balance

The portal offers a pre-paid balance feature for users to streamline payment processes. Users can add funds to their balance via payment gateway, when submitting a laboratory test request, the system will automatically deduct the required amount from the user's balance if sufficient funds are available. This feature minimizes repeated payment transactions and provides a faster, more efficient request submission process.

1.2.1.5 Submit Laboratory Test Request

Users can initiate a laboratory test request by completing a detailed test form within the portal. This form will capture essential data, including test type, sample details, and any specific requirements or instructions. Users can also upload necessary files or documents to support their request. Additionally, the system is integrated with designated delivery services, allowing users to arrange sample delivery to the ministry directly from the portal, streamlining the entire submission process.

1.2.1.6 Active Requests

The portal provides an "Active Requests" section, where users can monitor the status of each ongoing test. This feature offers real-time updates on the progress of each request, from initial submission through sample receipt and testing stages. Notifications or alerts will inform users of important milestones, such as sample receipt, test initiation, and result availability. This transparency improves user experience and keeps them informed throughout the process.

1.2.1.7 Submit a Complaint

The portal provides a "Submit Complaint" section for delayed requests, allowing users to file a complaint when notified by the ministry about a delay in the inspection process. The

complaint will be forwarded to the ministry's complaints department, where action will be taken outside the system, and the complainant will be informed of the action taken.

1.2.1.8 Requests Requiring Payment

For requests that require additional fees or have pending payments, the portal includes a section specifically for payment management. Users can view outstanding balances and make payments directly through the payment gateway. This section ensures users can easily manage all fees and prevents delays in processing due to unpaid charges.

1.2.1.9 Completed Requests

Users can access their test history and view the results of all completed laboratory tests in the "Completed Requests" section. For each test, they can view detailed data, including test parameters, results, and any recommendations or additional comments provided by the ministry. Users can download reports or save them for future reference, making it easier to track and document test outcomes.

1.2.1.10 My Profile

Users can update their account details and contact information directly through the portal.

1.2.2 Employees Portal

The system will feature a dedicated portal for Ministry employees (department heads and staff) to streamline the management of laboratory testing processes. This portal will allow employees to handle key tasks such as approving sample examinations, setting examination fees, transferring requests to other departments, adding notes, and entering test results.

Additionally, department heads will have tools to monitor team performance, track request completion rates, and generate detailed reports. To ensure secure and seamless access, the system will be fully integrated with the Ministry's LDAP directory, allowing users to log in using their existing LDAP accounts.

1.2.2.1 Approving Sample Examinations

Once a sample request is submitted by an end user and delivered to the ministry, the responsible employee will review the sample through the portal. They can approve the sample for testing or reject it. If approved, the testing process will proceed; if rejected, the system will notify the end user, and the request will be permanently closed.

1.2.2.2 Setting Examination Fees (Paid/Free)

After approving a sample, employees can determine the testing fee based on the type and number of items to be tested. Once the fee is set, the system will notify the end user of the cost, and the request will be categorized under "requests requiring payment," enabling the user to complete the necessary payment before testing proceeds.

1.2.2.3 Active Requests Requiring Action

This section displays all active requests assigned to each employee. Employees can take necessary actions, such as adding notes, transferring requests to other departments or team members, or completing the request by uploading the final results in PDF format. This section keeps employees organized and ensures timely processing of all ongoing requests.

1.2.2.4 Review Delay Complaints (Complaints Department Access Only)

This section is exclusively available to the Complaints Department and serves as a dedicated tool for managing and addressing user complaints effectively. It enables the department to access all submitted complaints, review the details of each case, and take the necessary actions outside the system. Once the required actions are completed, the department can use the system to update the status and respond to users with a detailed explanation of the measures taken to resolve their complaints. This process ensures transparency, accountability, and efficient communication between the ministry and the complainants.

1.2.2.5 Reports (Department Head Access Only)

This section is exclusively accessible to department heads, who can use it to monitor team productivity and performance. Department heads can view the completion rate of requests for each team member, track all requests assigned to their department, and export this data to Excel for further analysis. This feature allows for efficient oversight and reporting on departmental operations.

1.2.2.6 My Profile

Employees can update their personal account details, including contact information, through the "My Profile" section. This self-service feature enables employees to keep their profiles up to date without requiring administrative support.

1.2.3 System Administrator

The System Administrator portal provides comprehensive tools for user management, content configuration, reporting, and activity logging, allowing the administrator to maintain system efficiency, security, and data integrity across all operations.

1.2.3.1 User Management (End Users and Ministry Employees)

The system administrator has full control over managing both end user and employee accounts. Through the portal, the administrator can create, update, or deactivate accounts, ensuring that only authorized users have access to the system. This includes setting permissions, resetting passwords, and handling user access issues as needed.

1.2.3.2 Content Management

The administrator can manage and customize all drop-down lists and form options used in the laboratory test request form. This feature allows the administrator to update fields such

as test types, sample categories, and other relevant form options, ensuring that the system reflects the latest information and requirements for accurate request submissions.

1.2.3.3 Reports

The administrator has access to reports showing the overall completion rates of requests handled by ministry employees, providing valuable insights into team performance and request processing times. This data is accessible in a consolidated report view, where the administrator can monitor all requests managed by the ministry. For further analysis or record-keeping, reports can be exported to Excel files.

1.2.3.4 Activity Logs

The portal includes a logging system that tracks key actions taken within the platform. The system administrator can access detailed logs showing user activity, such as account logins, updates to user data, submission and approval actions on test requests, and modifications to form content. Each log entry records the user's identity, the action performed, and the timestamp, enabling the administrator to review activity, ensure compliance, and investigate any irregularities. Logs can be filtered by date, user, or action type, and exported to Excel for comprehensive audits.

1.2.4 Participating Parties

The system collaborates with 3rd entities to streamline operations and improve user experience:

1.2.4.1 Jordan Post

Integrated for efficient sample logistics, Jordan Post provides end users with the ability to schedule and track sample deliveries to the ministry, ensuring timely and secure transportation.

1.2.4.2 Efwateercom

Linked to support electronic payment processing, Efwateercom allows users to pay fees directly through the system. This integration facilitates fast, secure transactions and expedites the testing process by minimizing administrative delays.

These partnerships enhance service reliability, accelerate processing times, and contribute to a seamless end-to-end user experience.

1.3 Change Management, Knowledge Transfer, Training

1.3.1 Training plan

Training sessions will be delivered by subject matter experts in each of the targeted areas, with 20 attendees per session at most.

Training session will be held in Arabic, and the proper training material will be provided to attendees prior to training so they have the chance to prepare themselves and interact with the instructor and other attendees positively during the session to magnify the training output.

Training Evaluation form will be distributed on attendees at the end of each course, to get the attendees feedback on the instructor, material and the course overall, in order to improve the training delivery for the coming courses.

Training Course	Number of Trainees	Training Format	Training Duration
End user training	20	Classroom / Online	TBD
System Administrators	3	Classroom / Online	TBD

1.3.2 Proposed Training Sessions and Schedule

1.3.2.1 End user training

Format: Instruction-Lead Training Target Audience: End User	Total Training Hours: This course is 3-days course. Sessions start at 9:00 AM and run until 4:00 pm No. Sessions: 1 No. of Attendees: Maximum of 20 persons Training Materials: End Users Manuals Language: Arabic / English

1.3.2.2 System Administrators

Format: Instruction-Lead Training Target Audience: admins	Total Training Hours: This course is 2-days course. Sessions start at 9:00 AM and run until 4:00 pm No. Sessions: 1 Session No. of Attendees: Maximum of 5 persons Training Materials: Administrator Manuals Language: Arabic / English

2 Warranty and Support Approach

Upon successful installation and acceptance of the project, Echo will extend a Warranty period of two years.

2.1 Methodology

The bidder support and maintenance methodology should have be based on best practices followed by Microsoft, IBM, and SAB. The methodology should consist of integrated best practices, principles, and activities that provide comprehensive guidelines for achieving reliability support and maintenance services.

The bidder shall ensure that the proposed platform is supported and maintained through a comprehensive operational framework that guarantees efficient and effective system performance. The support and maintenance methodology must form an integral part of the overall operational framework adopted by the company. The methodology shall be based on the principles and best practices of the Microsoft Operations Framework (MOF), ensuring structured service management, proactive monitoring, continuous improvement, and sustainable operational readiness.

The MOF lifecycle is composed of three ongoing phases and one foundational layer that operates throughout all of the other phases. As below:

- The Plan Phase is generally the preliminary phase. The goal of this phase is to plan and optimize an IT service strategy in order to support business goals and objectives.
- The Deliver Phase comes next. The goal of this phase is to ensure that IT services are developed effectively, are deployed successfully, and are ready for Operations.
- Next is the Operate Phase. The goal of this phase is to ensure that IT services are operated, maintained, and supported in a way that meets business needs and expectations.
- The Manage Layer is the foundation of the IT service lifecycle. Its goal is to provide operating principles and best practices to ensure that the investment in IT delivers expected business value at an acceptable level of risk. This phase is concerned with IT governance, risk, compliance, roles, and responsibilities, change management, and configuration. Processes in this phase take place during all phases of the lifecycle.

2.2 Support and Maintenance Services

The bidder shall provide the following services that solely apply on the services provided through this specification:

1. **Corrective Maintenance:** This is defined as activities associated with root-cause analysis and bug-fix isolation and resolution. It consists of the following two processes:
   - **Incident Management:** Emergency repair of any system operation that does not comply with the current signed and approved system specification. This includes system errors, "hung" or halted screens, or unexpected results

within the system that render it unusable for the purpose for which it was designed.

- **Problem Management:** For resolving, the underlying root causes of incidents. Problems will be reviewed to determine their root causes.

2. **Assistance with application environment support:** Advise about how to use, maintain, and support application environments and serves, which includes: framework, back-end database configuration, application folders, configuration files, and any other components within the application environment.

3. **Study and evaluate change requests with the client (consultancy)** whenever asked for – the scope of this support will cover minor to medium size changes – however, major changes that requires structural changes on the solution's architecture and need considerable development effort will be discussed with MEMR Management to be dealt with outside the support scope of work.

2.3 Support Channels

The MEMR Authorized Customer Representative (ACR) shall report any Incident through one of the designated support channels, which include the Client Portal, the official Support Email, or the Support Phone line.

2.4 Software Maintenance Process

Based on the source of maintenance request, activities are managed through different processes. The source of maintenance can be project manager, users or operations department.

We propose a software maintenance process that is easily manageable and in effect cost-effective also. It underlines the procedures, documents and roles associated with stakeholders of software maintenance process.

2.5 Service Availability

The Contractor shall ensure that service availability and support coverage adhere to the following parameters:

- Client Portal: Available 24/7, including holidays and official vacations.
- Support Email: Available 24/7, including holidays and official vacations.
- Telephone Support: Available from 9:00 A.M. to 5:00 P.M., Sunday through Thursday (business days).
- Account Manager Support for Top-Urgent Issues: Available 24/7, including holidays and official vacations.
- Onsite Assistance: Shall be provided within a maximum of seventy-two (72) hours during the business week.

2.6 Incident Reporting and Lifecycle Management

The Contractor shall provide a structured Incident reporting and management process, enabling the MEMR Authorized Customer Representative (ACR) to submit, track, and manage support tickets through defined channels. The process shall include, at minimum, the following:

1. Online Ticket Submission via Client Portal
   - Unique Username(s) and Password(s) shall be delivered to the ACR in a sealed envelope (multiple accounts may be provided).
   - The ACR shall access the Contractor's support portal at the designated URL and log in using the provided credentials.
   - The ACR shall complete the dedicated support request form in full and submit the ticket through the portal.
   - Upon submission, the ticket shall be managed by the Implementation and Support Team in accordance with the assigned severity and priority levels.
   - A confirmation email containing the ticket ID shall be automatically sent to the ACR.

2. Email Ticket Submission
   - The ACR may submit an Incident by sending an email to the designated support address.
   - The email subject shall follow the format: **(Client Name) – (Project Name)**.
   - The Incident description shall be included within the email body.
   - Only emails submitted from the official ACR email address shall be accepted; emails from unauthorized addresses shall be disregarded.

3. Phone Ticket Submission
   - The ACR may submit an Incident by calling the dedicated support number and providing their name and an agreed-upon authorization ID.
   - The support agent shall register the ticket on behalf of the ACR.
   - A confirmation email containing the ticket ID shall be sent to the ACR.

4. Ticket Status Definitions
   - **Open:** Ticket has been successfully registered and is pending review. Acknowledgment is sent to the ACR.
   - **In Progress:** Ticket has been assigned to a technical resource, and an estimated resolution time is communicated to the ACR based on priority level.
   - **Resolved:** Issue has been addressed and is pending confirmation by the ACR. A notification is sent requesting confirmation.
   - **Closed:** The ACR confirms that the issue has been resolved to satisfaction.
   - **Reopened:** The ACR rejects the closure, requiring the ticket to be reopened for further action.

5. Ticket History Search

   The ACR shall have the ability to search and review historical tickets through the support system, including ticket status and key details.

2.7 Ticket Escalation to Account Manager – Criteria

The following conditions shall constitute valid grounds for escalating an Incident to the Account Manager:

- The ticket has been submitted by MEMR but remains open without any action taken.
- MEMR has contacted the support team multiple times without receiving any response.
- MEMR has requested an update, and the ticket remains unassigned.
- MEMR expresses significant dissatisfaction and requests direct management intervention.
- MEMR requests a level of service that exceeds the agreed Service Level Agreement (SLA) commitments.

3 Timeframe and Work Plan

The project shall be monitored and controlled in accordance with an approved project schedule. The anticipated duration of the project is **four (4) months** from the date of issuing the Purchase Order (PO). Following PO issuance, the Contractor shall be granted a mobilization period of ten (10) working days to assemble and deploy the project team prior to commencement of project activities.