

REQUEST FOR PROPOSAL

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF

IVR HELPLINE SYSTEM MAINTENANCE AND SUPPORT SERVICES

INTRODUCTION TO UNHCR:

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

RFP DOCUMENTS:

- Annex A1: List of Cisco licenses and servers updated
- Annex A2: List of Hardware and Software Subscriptions
- Annex B: Technical Offer Form
- Annex C: Financial Offer Form
- Annex D: Terms of Reference (TORs)
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex F: UN Supplier Code of Conduct
- Annex G: ERP Supplier Portal Guidelines
- Annex H: Vendor Registration Form

REQUIREMENTS:

The Office of the United Nations High Commissioner for Refugees (UNHCR), Country Office Jordan, invites qualified suppliers, manufacturers and service providers to make a firm offer for the establishment of a Frame Agreement for the provision of Interactive Voice Response (IVR) IP TELEPHONY SUPPORT SERVICES.

UNHCR may award the Frame Agreement with initial duration of Two (2) years, potentially extendable for a further period of One (1) year. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

The estimated annual requirement of UNHCR is specified in the attached annexes.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance by UNHCR. Payment will be made in accordance with the General Conditions for the Provision of Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

IMPORTANT

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with article 18 "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal (RFP) and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of **article 5** of the General Terms and Conditions attached under "Requirements-Preliminary examination"

Note: This document is not to be construed in any way as an offer to contract with your firm.

INTENTION TO BID:

Bidders intending to participate in this tender are requested to create a draft response to this RFP in the ERP system.

REQUEST FOR CLARIFICATION:

Bidders are required to submit any request for clarification or any question in respect of this RFP directly in this ERP portal using the messaging functionality. **The deadline for receipt of questions is 23:59 hrs Jordan Local Time on [22/01/2025].** Bidders are requested to keep all questions concise.

UNHCR will reply to the received questions as soon as possible using the messaging functionality in this ERP portal or by attaching the list of Questions and Answers to this RFP in this ERP portal.

IMPORTANT

Please note that proposals are **NOT** to be sent using the messaging functionality. Proposals sent using the messaging functionality will result in disqualification of the offer.

YOUR OFFER:

Your offer shall be prepared in **English**.

Please submit your offer using the Annexes provided under the requirement section. Offers not conforming to the requested formats may not be taken into consideration.

IMPORTANT

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff will result in disqualification of the offer.

SUBMISSION OF PROPOSAL:

Proposals should be submitted directly in the portal and all attachments should be uploaded in **PDF** format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be submitted in the specified sections. Failure to do so may result in disqualification.

The proposal submission deadline is specified in the Overview section. Any proposal received after this deadline or outside of the online portal will be rejected. UNHCR may at its discretion, extend the proposal submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

It is your responsibility to verify that your offer has been submitted properly in the portal before the deadline. Please be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of **24 Mb** in each required field, as specified in the Requirements Section.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the proposal, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

ACCEPTANCE OF PROPOSAL:

UNHCR reserves the right to accept the whole or part of your proposal or allow split or partial awards on this project.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

Please note that UNHCR is not bound to select any of the firms submitting proposals and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the proposal considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested. Failure to send the above requested information may result in disqualification of your offer from further evaluation.

TECHNICAL AND FINANCIAL EVALUATION:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received based on Pass/Fail and weighted criteria as below:

Mandatory Criteria to be evaluated on PASS/FAIL basis
Minimum 3 years' experience maintaining enterprise contact center solutions
Supplier Code of Conduct
Valid company commercial bank account (personal bank accounts are not acceptable)

Acceptance of UNHCR General Conditions of Contracts

The percentage assigned to each component is determined in advance as follows:

The Technical offer will be evaluated using inter-alia the following criteria and percentage distribution: 70% from the total score:

Technical Evaluation Criteria (70/100)	
Support methodology and approach	
A	<p>Relevance of company Profile and Reliability</p> <p>1- Core business</p> <p>2- Years in business</p> <p>3- Number of current clients</p> <p>Upload: Signed and stamped statement with the above information</p>
B	<p>Complete an operational plan, staffing and communications plan to conduct the requirements of the terms of reference supplied in Annex D to this Tender</p> <p>Upload:</p> <p>Organigram</p> <p>Description of reporting lines</p> <p>Profiles of engineers and Project Manager(s)</p>

C	<p>Cyber Security Report Flow</p> <p>Mention what your company's approach is in the event of a security incident is and how it will be dealt with - Including a detailed Flow</p> <p>Upload:</p> <p>Statement and Report Flow</p>
Technical expertise and certifications	
A	<p>Relevant & documented company expertise</p> <p>Upload:</p> <p>Trade license or relevant</p>
B	<p>Minimum 2 CVs of Call Center Engineers having Collaborative Cyber Security Certifications</p> <p>Upload: CVs</p>
Similar project experience and client references	
A	<p>Upload:</p> <p>List of 3 X References</p> <p>List in detail including the project nature and client on experience conducting similar services within the last 3 years</p> <p>List similar trainings conducted to clients including the name of client and year conducted</p> <p>UNHCR staff training on level-one support - 4 X Training per year to be included in Annex C detailed offer</p>
Local presence, support capability and service modality	

A	Service delivery schedule - Including Service Level Agreement Upload: Schedule
B	Local presence and support capability, and ability to provide needed service Upload: Proposed Plan and report
	Gr

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off point for submissions to be considered technically-compliant will be 42% out of the 70%.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

The **Financial offer** will use the following percentage distribution: 30% from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price.

For evaluation purposes only, the offers submitted in currencies other than Jordanian Dinars (JOD) will be converted into Jordanian Dinars (JOD) using the United Nations rate of exchange in effect on the date the submissions are due.

IMPORTANT

Kindly upload financial proposal documents in financial section (Financial Evaluation - Commercial) only. **If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.**

RFP KEY DATES:

RFP Launch Date	15/01/2025
Questions/Clarifications submission deadline	22/01/2025
Answers to Questions/Clarifications will be posted	30/01/2025
RFP Submission deadline	05/02/2025

Supply Unit

UNHCR Country Office Jordan

This document has important legal consequences. The information contained in this document is proprietary of UNHCR. It shall not be used, reproduced, or disclosed to others without the express and written consent of UNHCR.

Table of Contents

1 Overview.....	11
1.1 General Information.....	11
1.2 Schedule.....	
1.3 Negotiation Controls.....	11
1.4 Response Rules.....	11
1.5 Terms.....	11
1.6 Attachments.....	11
2 Requirements.....	11
2.1 Section 1. Preliminary Information.....	11
2.2 Section 2. Administrative Requirements.....	16
2.3 Section 3. Technical Proposal Part 1.....	18
2.4 Section 4. Technical Proposal Part 2.....	19
2.5 Section 5. Technical Proposal Part 3.....	20
2.6 Section 6. Technical Proposal Part 4.....	20
2.7 Section 7. Financial Proposal.....	20
3 Lines.....	21
3.1 Line Information.....	22
3.2 Line Details.....	22
3.2.1 Line 1.....	22

1 Overview

1.1 General Information

Title **RFP/JOR/2025/993 - IVR Helpline System Maintenance and Support Services**
 Synopsis **The Office of the United Nations High Commissioner for Refugees (UNHCR), Jordan, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of IVR Helpline System Maintenance and Support Services**

Introduction

Please download [All Tender Annexes](#) attached as a zipped folder to this document.

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Schedule

Preview Date
 Close Date **02/02/25 11:59 PM**
 Time Zone **Eastern European Time**
 Open Date **15/01/25 11:47 AM**
 Award Date

1.3 Negotiation Controls

Response Visibility **Sealed**

Lines Settings

Rank Indicator **1,2,3...**
 Ranking Method **Multiattribute scoring**

1.4 Response Rules

This negotiation is governed by all the rules displayed below.

	Rule
<input checked="" type="checkbox"/>	Suppliers are allowed to revise their submitted response

1.5 Terms

Agreement Start Date
 Agreement Amount (JOD)
 Payment Terms **HCR Net 30**
 Shipping Method
 Negotiation Currency **JOD (Jordanian Dinar)**
 Agreement End Date
 Minimum Release Amount (JOD)
 Freight Terms **FOB**
☒ **Buyer managed transportation**
 Price Precision **3**

1.6 Attachments

File Name or URL	Type	Description
All Tender Annexes	File	All Tender Annexes

2 Requirements

**Response is required*

2.1 Section 1. Preliminary Information (Technical)

1. General Contract Information

The Office of the United Nations High Commissioner for Refugees (UNHCR), [Jordan], invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of **IVR**

Helpline System Maintenance and Support Services

(referred to hereinafter as Services).

IMPORTANT:

Terms of Reference (TOR) are detailed in Annex D of this document.

UNHCR may award the Frame Agreement with initial duration of Two (2) years, potentially extendable for a further period of One (1) year. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

The estimated annual requirement of UNHCR is specified in the attached annexes.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance by UNHCR. Payment will be made in accordance with the General Conditions for the Provision of Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

2.

Evaluation Methodology

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested. Failure to send the above requested information may result in disqualification of your offer from further evaluation.

Technical and Financial evaluation:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received based on Pass/Fail and weighted criteria as below:

Mandatory Criteria to be evaluated on PASS/FAIL basis
Minimum 3 years' experience maintaining enterprise contact center solutions
Supplier Code of Conduct
Valid company commercial bank account (personal bank accounts are not acceptable)
Acceptance of UNHCR General Conditions of Contracts

The percentage assigned to each component is determined in advance as follows:
The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score:

Technical Evaluation Criteria

Support methodology and approach	
A	<p>Relevance of company Profile and Reliability</p> <p>1- Core business</p> <p>2- Years in business</p> <p>3- Number of current clients</p> <p>Upload: Signed and stamped statement with the above i</p>
B	<p>Complete an operational plan, staffing and communication to conduct the requirements of the terms of reference su</p> <p>Annex D to this Tender</p> <p>Upload:</p> <p>Organigram</p> <p>Description of reporting lines</p> <p>Profiles of engineers and Project Manager(s)</p>
C	<p>Cyber Security Report Flow</p> <p>Mention what your company's approach is in the event o</p> <p>incident is and how it will be dealt with - Including a deta</p> <p>Flow</p> <p>Upload:</p> <p>Statement and Report Flow</p>
Technical expertise and certifications	
A	<p>Relevant & documented company expertise</p> <p>Upload:</p> <p>Trade license or relevant</p>

B	<p>Minimum 2 CVs of Call Center Engineers having Collaborative Cyber Security Certifications</p> <p>Upload CVs</p>
Similar project experience and client references	
A	<p>Upload</p> <p>List of 3 X References</p> <p>List in detail including the project nature and client on ex conducting similar services within the last 3 years</p> <p>List similar trainings conducted to clients including the na client and year conducted</p> <p>UNHCR staff training on level-one support - 4 X Training be included in Annex C detailed offer</p>
Local presence, support capability and service modality	
A	<p>Service delivery schedule -</p> <p>Including Service Level Agreement</p> <p>Upload: Schedule</p>
B	<p>Local presence and support capability, and ability to prov needed service</p> <p>Upload: Proposed Plan and report</p>

The Technical offer score will be calculated according to the percentage distribution for

the technical and financial offers.

The cut-off point for submissions to be considered technically-compliant will be 42% out of the 70%.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

The **Financial offer** will use the following percentage distribution: 30% from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price.

For evaluation purposes only, the offers submitted in currencies other than Jordanian Dinars (JOD) will be converted into Jordanian Dinars (JOD) using the United Nations rate of exchange in effect on the date the submissions are due.

Important: Kindly upload financial proposal documents in financial section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.

3. Technical Documents

Please download and study the attached:

- Terms of Reference
- List of Software and Hardware
- List of Cisco Licenses

Attachments:

File Name or URL	Type	Description
Annex A1 - List of Cisco lice	File	
Annex A2 - List of Hardware an	File	
Annex D - Terms of Reference.p	File	

2.2 Section 2. Administrative Requirements (Technical)

***1. General Conditions of Contracts**

Please note that the General Conditions of Contracts will be strictly adhered for the purpose of any future contract.

Do you accept the UNHCR General Conditions of Contracts for the provision of Services?

Please download the attachment, then Upload a Signed and Stamped copy

Hint: Please download the attached UNHCR General Conditions of Contracts for the provision of Services and upload a signed copy.

Select one of the following:-

☐ a. Upload Signed and Stamped copy(*Response attachments are required*)

Comments:

***2. Eligibility and Commercial/ Supplier Registration Check:** As a prerequisite for a supplier to be deemed eligible for an award of contract, the company should not, or should not be associated with a company or individual, under procurement prohibition by the United Nations, such as prohibitions derived from the consolidated United Nations Security Council Sanctions List (available at: www.un.org/securitycouncil/sanctions/information), UN Secretariat Procurement Division list of suspended or removed vendors, UNGM/World Bank list of suspended or debarred vendors.

If not listed in ineligibility list please proceed to next level. No Attachments required in this section.

Hint: Kindly Ensure your company is not listed in any Ineligibility list.

Select one of the following:-

☐ a. If not listed in ineligibility list please proceed

Comments:

***3. Acknowledgment of UN Supplier Code of Conduct:**

Do you Accept All terms of UN Supplier Code of Conduct attached under this requirement?

If you reply by yes, please upload a signed copy of the document

Attachments:

File Name or URL	Type	Description
Annex F - UN Supplier Code of	File	

Hint: If you reply by yes, please upload a signed copy of the document

Select one of the following:-

☐ a. Yes, Accepted and uploaded(*Response attachments are required*)

Comments:

***4. Company Capacity:**

Please provide:

Valid registration certificate from the Chamber of Trade/Business Company Certificate/License with a company experience in the market that is not less than 3 Years.

Hint: Please upload the statements here.

Select one of the following:-

☐ a. Proof Uploaded(*Response attachments are required*)
Comments:

*5. Valid company business bank account

Please upload a valid commercial bank account:

Showing your company name

Bank Account Number

Signed and stamped by the bank

BANK ACCOUNT

UNHCR will not accept offers from companies that do not have the following requirements:

a) Commercial bank account

b) Name of the company has to match with the bank account and the commercial certificate.

c) The bank document must be clearly signed and stamped by the bank

Select one of the following:-

☐ a. Uploaded?(*Response attachments are required*)
Comments:

2.3 Section 3. Technical Proposal Part 1 (Technical)

*1. Relevance of company Profile and Reliability

1- Core business

2- Years in business

3- Number of current clients

Upload: Signed and stamped statement with the above information

Hint: Upload: Signed and stamped statement with the above information

Select one of the following:-

☐ a. Uploaded?(*Response attachments are required*)
Comments:

*2.

Complete an operational plan, staffing and communications overview to conduct the requirements of the terms of reference supplied as Annex D to this Tender

Upload:

Organigram

Description of reporting lines

Profiles of engineers and Project Manager(s)

Hint: Upload: Organigram Description of reporting lines Profiles of engineers and Project Manager(s)

Select one of the following:-

☐ a. Uploaded?(Response attachments are required)

Comments:

*3.

Cyber Security Report Flow

Mention what your company's approach is in the event of a security incident is and how it will be dealt with - Including a detailed Report Flow

Upload:

Statement and Report Flow

Hint: Upload: Statement and Report Flow

Select one of the following:-

☐ a. Uploaded?(Response attachments are required)

Comments:

2.4 Section 4. Technical Proposal Part 2 (Technical)

*1. Relevant & documented company expertise

Upload:

Trade license

Other valid and applicable licenses

Hint: Upload: Trade license Other valid and applicable licenses

Select one of the following:-

☐ a. Uploaded?(Response attachments are required)

Comments:

*2.

Minimum 2 CVs of Call Center Engineers having Collaboration & Cyber Security Certifications

Upload CVs

Hint: Upload: CVs

Select one of the following:-

☐ a. Uploaded?(*Response attachments are required*)
Comments:

2.5 Section 5. Technical Proposal Part 3 (Technical)

*1.

Upload

List of 3 X References

List in detail including the project nature and client on experience in conducting similar services within the last 3 years

List similar trainings conducted to clients including the name of the client and year conducted
UNHCR staff training on level-one support - 4 X Training per year to be included in Annex C detailed offer

Select one of the following:-

☐ a. Uploaded?(*Response attachments are required*)
Comments:

2.6 Section 6. Technical Proposal Part 4 (Technical)

*1.

Service delivery schedule -

Including Service Level Agreement

Upload: Schedule

Select one of the following:-

☐ a. Uploaded?(*Response attachments are required*)
Comments:

*2.

Local presence and support capability, and ability to provide the needed service

Upload: Proposed Plan and report

Select one of the following:-

☐ a. Uploaded?(*Response attachments are required*)
Comments:

2.7 Section 7. Financial Proposal (Commercial)

*1. Financial Proposal

The Financial offer will use the following percentage distribution: 30% from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price.

Important: Kindly upload financial proposal documents in financial section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.

Please provide the cost breakdown of your financial proposal as per the template and instructions provided. Indicate the total amount here and make sure it matches with the total amount indicated under "lines" section.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

The cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

In case of any discrepancies, the information provided in the offer form (Annex C) supersedes the information mentioned under the tab Lines.

Please ensure the form is downloaded, filled, **signed and stamped** then uploaded.

Attachments:

File Name or URL	Type	Description
Annex C - Financial Offer Form	File	

Hint: Please download the attached financial offer form, fill in the required details and upload it under this requirement.

Select one of the following:-

☐ a. Donwloaded, Filled and Uploaded(*Response attachments are required*)

Comments:

 3 Lines

Instructions	Below must include the total price offer for three years as a lump-sum.
--------------	--

3.1 Line Information

Line	Estimated Quantity	Response Price	Line Amount	Response Minimum Release Amount
1-IVR Helpline System Maintenance and Support Services (Total 3-Year Cost)				

3.2 Line Details**3.2.1 Line 1 IVR Helpline System Maintenance and Support Services (Total 3-Year Cost)**

Category Name	ICT Maintenance services
Allow Alternate Lines	No
Target Minimum Release Amount (JOD)	Estimated Total Amount (JOD)
Start Price (JOD)	