

---

# *The Electricity Distribution Company (EDCO)*



*CSIS, Billing, Collections &  
Workflow Systems*

*Tender # 39-2010*

*Requirements and Specifications*

---

*Document prepared by Amon Technologies LLC. All rights reserved*

**Amon**  
Technologies

**Dakessian Consulting**  
IT & Systems Consultants

Power Management & Control Systems

[www.dakessian-cnslt.com](http://www.dakessian-cnslt.com)

Email: [info@amontechnologies.jo](mailto:info@amontechnologies.jo)  
P.O.Box 9444, Amman - 11191 – Jordan  
Suite 301, Oasis II Building, Sweifieh

[www.amontechnologies.jo](http://www.amontechnologies.jo)



**The Electricity Distribution Company (EDCO)  
JORDAN**

**TABLE OF CONTENTS**

EXECUTIVE SUMMARY .....	<b>4</b>
BACKGROUND .....	4
INTRODUCTION .....	4
DOCUMENT STRUCTURE .....	5
<b>1 CUSTOMER SERVICES INFORMATION SYSTEM .....</b>	<b>7</b>
1.1 BACKGROUND .....	7
1.2 FUNCTIONAL REQUIREMENTS .....	8
1.3 FEATURES AND SPECIFICATIONS .....	9
1.3.1 <i>Customer Classes and Identifications</i> .....	9
1.3.2 <i>Billing and Rates Features</i> .....	10
1.3.3 <i>Deposits and Advances Features</i> .....	10
1.3.4 <i>Payments Methods and Installments Features</i> .....	11
1.3.5 <i>Handling of Meters and Devices Features</i> .....	12
1.3.6 <i>Work Order Features</i> .....	12
1.3.7 <i>User Client Features</i> .....	13
<b>2 BILLING SYSTEM .....</b>	<b>15</b>
2.1 BACKGROUND .....	15
2.2 FUNCTIONAL REQUIREMENTS .....	16
2.3 FEATURES AND SPECIFICATIONS .....	17
2.3.1 <i>Pre Billing Features</i> .....	17
2.3.2 <i>Bill Generation Features</i> .....	18
2.3.3 <i>Disconnection and Reconnection Features</i> .....	19
2.3.4 <i>Additional Tariffs Features</i> .....	19
2.3.5 <i>Hotkey Features</i> .....	19
2.3.7 <i>User Client Features</i> .....	20
<b>3 COLLECTIONS SYSTEM .....</b>	<b>21</b>
3.1 BACKGROUND .....	21
3.2 FUNCTIONAL REQUIREMENTS .....	21
3.3 FEATURES AND SPECIFICATIONS .....	21
3.3.1 <i>Accounts Receivable Features</i> .....	22
3.3.2 <i>Point of Sale Features</i> .....	22
3.3.3 <i>Cash Receipts Features</i> .....	23
3.3.4 <i>Loan Management Features</i> .....	24
3.3.6 <i>User Client Features</i> .....	24
<b>4 WORKFLOW SYSTEM .....</b>	<b>26</b>
4.1 BACKGROUND .....	26
4.2 FUNCTIONAL REQUIREMENTS .....	26
4.3 FEATURES AND SPECIFICATIONS .....	27
4.3.1 <i>Process Engine Features</i> .....	27
4.3.2 <i>Integration Capabilities</i> .....	28
4.3.3 <i>Business Rules Capability</i> .....	29
4.3.4 <i>Case Management</i> .....	29
4.3.5 <i>Process Development Features</i> .....	30



## The Electricity Distribution Company (EDCO) JORDAN

4.3.6	Process Management and Monitoring .....	33
4.3.7	User Client Features .....	34
<b>APPENDIX I. CSIS SYSTEM COMPLIANCE TABLES .....</b>		<b>36</b>
A.1.1	CUSTOMER CLASSES & IDENTIFICATIONS .....	38
A.1.2	BILLING & RATES .....	40
A.1.3	DEPOSITS & ADVANCES .....	41
A.1.4	PAYMENT METHODS & INSTALLMENTS .....	42
A.1.5	HANDLING OF METERS & DEVICES .....	43
A.1.6	WORK ORDERS .....	45
A.1.7	USER CLIENT FEATURES .....	46
<b>APPENDIX II. BILLING SYSTEM COMPLIANCE TABLES.....</b>		<b>47</b>
A.2.1	PRE BILLING FEATURES.....	49
A.2.2	BILL GENERATION FEATURES .....	50
A.2.3	DISCONNECT AND RECONNECT FEATURES.....	51
A.2.4	ADDITIONAL TARIFFS FEATURES.....	52
A.2.5	HOTKEY FEATURES .....	53
A.2.7	USER CLIENT FEATURES.....	54
<b>APPENDIX III. COLLECTION SYSTEM COMPLIANCE TABLES .....</b>		<b>55</b>
A.3.1	ACCOUNTS RECEIVABLE FEATURES.....	56
A.3.2	POINT OF SALE FEATURES.....	57
A.3.3	CASH RECEIPTS FEATURES.....	58
A.3.4	LOAN MANAGEMENT FEATURES .....	59
A.3.6	USER CLIENT FEATURES.....	60
<b>APPENDIX IV. WOKFLOW SYSTEM COMPLIANCE TABLES.....</b>		<b>62</b>
A.4.1	PROCESS ENGINE .....	64
A.4.2	INTEGRATION CAPABILITIES .....	66
A.4.3	BUSINESS RULES CAPABILITY .....	67
A.4.4	CASE MANAGEMENT.....	68
A.4.5	PROCESS DEVELOPMENT.....	69
A.4.6	PROCESS MANAGEMENT AND MONITORING.....	73
A.4.7	USER CLIENT FEATURES.....	75



## Executive Summary

---

### *Background*

The Electricity Distribution Company (**EDCO**) in Jordan seeks to enhance and improve its customer services through the implementation of new Customer Services Information (CSIS), Billing, Collections and Workflow applications by procuring hardware, systems and solutions, applications software, networking and communications equipment together with their associated support and training facilities in order to replace its existing legacy systems with enhanced and fully functional new systems.

**EDCO** delivers domestic and industrial electrical power to customers in around 70% of Jordan with the total number of customers to date exceeding 165,000 subscribers. **EDCO's** concession area is divided into six separate districts as follows:

1. Jordan Valley
2. Karak
3. Tafilah
4. Maan
5. Eastern Area
6. Aqaba

**EDCO** has a legacy information system mostly developed in the late 1980s and early 1990s based on open VMS operating system, COBOL programming language and multiple database technologies, RMS files, Oracle RDB and SQL Server 2005. The coverage of the systems to the business needs is considered fair. **EDCO** has also some special purpose applications like CYME used for electricity distributions planning and to study and design new project. A new system was developed to meet the performance standards issued by the Electricity Regulatory Commission.

**EDCO** operates from a Head Office in Western Amman. A large, centrally managed wide area network (WAN) connecting more than 27 sites all over the kingdom using frame relay technology is deployed. CIR's on the links vary according to the actual needs of each site with the minimum set at 64 Kbps. The services provider for the Frame Relay WAN is JTC-Orange Group.

### *Introduction*

**EDCO** hereby requests proposals for the supply, installation, configuration, implementation, training, software licensing and ongoing support of the following system and solutions:



## The Electricity Distribution Company (EDCO) JORDAN

- Customer Services Information System
- Billing System
- Collections System
- Workflow System.

The grouping and listing of the systems is arbitrary and **EDCO** fully realizes suppliers of such systems and solutions would quite possibly consolidate their functionality in one or more systems under alternative headings. The proposed solution(s) shall be in the form of modules that can be purchased separately and seamlessly integrated. The proposed solution(s) shall be SOA based architecture in order to enhance data exchange.

Implementation should be scheduled to start during the 3<sup>rd</sup> Quarter 2010. The selected systems and solutions, in addition to meeting **EDCO's** requirements and specifications, should also realize the following benefits:

- Bilingual (Arabic/English) operation
- Inter-system integration and automation
- Improved customer services
- Real-time reporting for management decision making
- Overall increased technical and financial efficiency
- Reduce paperwork to a minimum (paperless operation)
- Implementation and use of *thin client* technology

**EDCO's** users (both technical and business) will also need extensive training and capacity building in order to utilize the systems and solutions to their maximum capabilities.

### *Document Structure*

This document contains the terms and conditions as well as instructions to prospective bidders. The document consists of four (4) sections and four (4) Appendices as follows:

1. **CSIS:** This section describes the functional and technical features and requirements of the Customer Services Information System.



## The Electricity Distribution Company (EDCO) JORDAN

2. **Billing:** This section describes the functional and technical features and requirements of the Billing System.
3. **Collections:** This section describes the functional and technical features and requirements of the Collections System.
4. **Workflow:** This section describes the functional and technical features and requirements of the Workflow System.
5. **Appendix I:** This section lists the compliance tables for the functional and technical features and requirements of the Customer Services Information System.
6. **Appendix II:** This section lists the compliance tables for the functional and technical features and requirements of the Billing System.
7. **Appendix III:** This section lists the compliance tables for the functional and technical features and requirements of the Collections System.
8. **Appendix IV:** This section lists the compliance tables for the functional and technical features and requirements of the Workflow System.

This document combined with the Terms and Conditions document form the full "Request For Proposals" as issued by **EDCO**. Both documents should be read by prospective bidders in sequence and in their entirety before preparing and submitting their proposals.

**EDCO** is prepared to respond to questions and provide clarifications by email regarding this project, the Requirements and Specifications document, the Terms and Conditions document and their contents in accordance with the relevant instructions issued.