
The Electricity Distribution Company (EDCO)



***CSIS, Billing, Collections
& Workflow Systems***

Tender # 39-2010

Terms and Conditions

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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 enhance and upgrade its existing legacy 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. Tafila
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 engine technologies, RMS, Oracle RDB – Open VMS and SQL Sever 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, customization, implementation, training, and ongoing support of the following system and solutions:



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

Implementation should be scheduled to start during the 3rd 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)

EDCO's users (both technical and business) will also need some 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 one (1) Appendix as follows:

1. **General Terms & Conditions:** This section lists the general terms and conditions governing the preparation and submittal of bids.
2. **Financial Terms & Conditions:** This section lists the financial terms and conditions associated with the bid preparation process including details of the require bonds and payment terms.
3. **Execution & Technical Conditions:** This section lists the technical and execution related instruction that bidders should comply with.



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4. **Evaluation Criteria:** This section describes the bid evaluation criteria, procedure and Points System that will be used during the evaluation process.
5. **Appendix I:** This section provides bidders with the format of documentation to be submitted with their bids.

EDCO is prepared to respond to questions and provide clarifications by email regarding this project, its documents and their contents.