



Petra Development & Tourism Region Authority  
سلطة إقليم البتراء التنموي السياحي

ملحق رقم (٢)

الخاص بالعطاء رقم (سازم ٢٠٢٦/١)

مشروع إدارة الموارد المؤسسية (ERP)

لاحقاً لدعوة العطاء تدعو سلطة إقليم البتراء التنموي السياحي السادة المناقصين المشاركون بالعطاء المشار إليه أعلاه ، التقيد بالردود على استفساراتهم وحيث أنها جزء لا يتجزء من وثيقة العطاء ، مرفق طيأ الردود التفصيلية على طلبات الإيضاح الواردة من المناقصين على العطاء .

وتفضلاً بقبول فائق الاحترام ، ، ،

نائب الرئيس (الأمين العام)  
مفوض الشؤون المالية والإدارية  
د. شاكر أحمد العدوان

نائب الرئيس  
الدكتور شاكر أحمد العدوان  
مفوض الشؤون المالية والإدارية

Procurement & SCM	<b>Scope of Garage Management:</b> Does "Garage Management" specifically refer to a dedicated Maintenance Management System for work order operations?	yes
	<b>Work Orders:</b> Will the system require a formalized Work Order request process to initiate and manage workshop operations?	yes
	<b>Maintenance Triggers:</b> For preventative vs. corrective maintenance, is the system expected to trigger maintenance alerts automatically based on specific readings ?	yes
Technical	Is it required integration mode for each interfaced system, specifying whether data exchange must be implemented as real-time, near-real-time, or scheduled batch processing, including any latency or timing constraints.	<p>real-time التذاكر الالكترونية نظام ساعات الدوام بوابة الرسائل القصيرة CRM الالكترونية نظام الخدمات scheduled batch متابعة وقود المركبات شركات المحروقات مخالفات السير – امانة عمان</p>
	Is there need whether to use of a government-mandated Enterprise Service Bus (ESB) or a centralized integration platform is required for all integrations.	(ESB)
	Regarding the integration should there be direct point-to-point integrations between the ERP system and external systems are permitted, or whether all integrations must be routed through a central middleware layer.	Through a central middleware layer
	Please confirm whether the use of Oracle Integration Cloud (OIC), MuleSoft, or other custom middleware solutions is acceptable, and whether any specific integration technology is mandated.	Oracle Integration Cloud (OIC) not allowed, there is no specific integration technology is mandated

	Should integrations be designed using a loosely coupled architecture to facilitate future replacement or enhancement of external systems without significant impact on the ERP system?	Yes
	Is there availability of sandbox, test, and pre-production environments for each external system to support development, system integration testing (SIT), and user acceptance testing (UAT).	No
	Please clarify whether integrations are required to support the exchange of historical data, or whether the scope is limited to current and future transactions only.	Yes
	Please confirm whether a centralized integration monitoring and reporting dashboard is required to track interface status, transaction success/failure, and performance metrics.	Yes
	Please specify the preferred failure notification mechanisms, such as SMS alerts, email notifications, or ERP system alerts, including escalation requirements and response time expectations.	Yes
	Please specify the customer and citizen data elements that must be synchronized between the Citizen e-Services CRM System and the ERP system (e.g., national ID, personal details, service requests, billing information), and indicate whether the integration is one-way or two ways	Two ways
	Please confirm whether tickets in the Electronic Ticketing System are associated with services, assets, employees, or a combination thereof, and describe the required linkage with ERP master data.	Associated with services

	Please clarify whether the resolution or closure of tickets is expected to automatically generate financial transactions or accounting postings within the ERP system.	Accounting postings	
	Please specify the violation data elements that must be received by the ERP system, such as violation amount, vehicle plate number, citizen identification details, penalty type, and payment status.	All data available	
	Please confirm the required fuel consumption data granularity, specifying whether data must be provided per trip, per day, or per vehicle.	per day, and per vehicle	
	Please clarify whether fuel consumption data must be allocated to specific cost centers, projects, departments, or vehicles, and whether this data impacts budgetary control or financial reporting.	Vehicles, and whether this data impacts budgetary control	
	Please specify the required attendance data frequency, indicating whether attendance data must be exchanged in real time, daily, or at another defined interval.	Attendance data must be exchanged in real time	
	Please confirm whether attendance and time data will have a direct impact on payroll calculations, overtime processing, and employee absence balances within the ERP system.	Yes, it should be	
	Please specify the required message types to be supported through the Government SMS Gateway, such as one-time passwords (OTP), system notifications, approval alerts, and reminders.	login, one-time passwords (OTP), system notifications, approval alerts, reminders, and others	
	Please confirm requirements for language support, including Arabic and English messaging, as well as any throttling limits, rate restrictions, or delivery acknowledgments imposed by the SMS gateway.	Arabic and English messaging	

	Please confirm the supported payment transaction types, including but not limited to bills, fines, service fees, and penalties.	All payment transaction types
	Please clarify whether payment confirmations must be processed in real time or through batch reconciliation, and specify the required reconciliation frequency (e.g., daily, hourly).	Must be processed in real time
	Please identify the types of documents that require digital signature integration (e.g., contracts, approvals, official letters).	Approvals, official letters and any other documents
	Please clarify whether the digital signing process requires single-level or multi-level signatures, including any sequential or parallel signing rules.	Signing process requires multi-level signatures
	Please define the scope of supplier master data synchronization, including registration, updates, and status changes.	Real time synchronization
	Please confirm whether tender references, purchase orders, and award details must be exchanged between JONEPS and the ERP system.	Yes, it must be
	Please specify whether integrations are required to be bi-directional, and whether procurement-related document attachments must be exchanged between the systems.	Yes, integrations are required to be bi-directional
	Please specify the types of committees whose data must be integrated with the ERP system.	كما هو مذكور بوثيقة ملحق العطاء التكامل مع الانظمة الاخرى
	Please clarify whether committee decisions, resolutions, or approvals are expected to trigger or update transactions, approvals, or statuses within the ERP system.	كما هو مذكور بوثيقة ملحق العطاء التكامل مع الانظمة الاخرى
	Please confirm whether approval statuses and decision outcomes must be synchronized between the Agenda & Committee Management System and the ERP system.	كما هو مذكور بوثيقة ملحق العطاء التكامل مع الانظمة الاخرى

	Please specify the required GPS data frequency (e.g., real-time, periodic) and the expected data volume.	Tiny data (Plate number/ location/ date)
	Please clarify whether vehicle tracking data must be integrated with the ERP asset lifecycle management, including usage monitoring, depreciation, and disposal.	Yes, it must be
	Please confirm whether vehicle tracking data should trigger maintenance rules, alerts, or service requests within the ERP system	Yes, it should be
	Can you share the minimum / maximum budget that you have approved, to make sure we are not over budget in our solution.	No, We Can't
	Do you have a preference for on-prem, SaaS Cloud, or local data center-based servers?	Local Data
	List the fragment systems that need to be migrated to the new ERP. What processes are on them.	The Human Resources System, The Financial System
	What is the technology and databases of the fragmented systems.	MSS SQL
	List the manual processes that are required to be migrated to the new ERP.	Inventory
	You want to achieve FULL PROCESS AUTOMATION. Share the list of processes that you require as a minimum for a successful migration.	Yes. (The Human Resources System, The Financial System)
	The modules to be implemented are listed. You also want to split the core and non-core modules to be implemented separately. Which is core, which are non-core in your assessment?	The Core (The Human Resources System, The Financial System, procurement) The Non-core modules (Fleet & Garage, Project Management)
	Module called 'Fleet & Garage Management'. What are the functions and processes do you require in this module?	مذكورة ومفصلة في ملحق نسخة العطاء (اجراءات مديرية الشؤون الادارية)

	Module called 'Mobile Attendance & Field Workforce Automation', is the mobile attendance for check-in check-out (HR related)? As for the 'Field Workforce Automation', what is this module? What are the functions and processes?	Yes, it is (for check-in check-out (HR related))
	Regarding the data migration, is the data structured or unstructured?	Both (There is data structured and unstructured)
	For the integration requirements, does PDTRA have the legal acceptance from all the entities for integration? If yes, do you have access to their APIs, if available?	Yes, have the legal acceptance and have access to their APIs
	In the mandatory compliance section, share the Financial & procurement regulations.	<a href="https://pdtra.gov.jo/ebv4.0/root_storage/ar/eb_list_page/">https://pdtra.gov.jo/ebv4.0/root_storage/ar/eb_list_page/</a>
	You request 5-year warranty, and 10 free support days yearly. This is a contradiction. After the 10 free days per year under warranty, will more days be chargeable?	Yes, will be chargeable
	Referencing the number of users on the system, please share these numbers: a. Number of users in, Accounting, procurement, inventory, others. b. Number of managers in all departments. c. Number of IT administrators, technical staff. d. other users and their functional needs.	a. Number of users in, Accounting: 40 users procurement, inventory :30 HR:20 Fleet & Garage:40 Project Management:16 b. Number of managers (5) c. Number of IT administrators:3 technical staff:3 d. Other users :0
	Referencing the training requirements, please share the number of users to be trained in all departments, and their skill level.	a. Number of users in, Accounting: 40 users procurement, inventory :30 HR: 20 Fleet & Garage:40 Project Management:16 b. Number of managers (5) c. Number of IT administrators:3 technical staff:3 d. Other users :0 skill level: good in Computer Skill
	What language will the training be in?	Arabic
	Can the training attendees be expected to attend non-stop, 6 hours a day every day? Or do you have a different schedule in mind. This is for planning purposes.	non-stop ,5-6 hours a day every day
	Will the training be onsite or online.	onsite