



**JORDAN PETROLEUM REFINERY
CO. LTD.**

شركة مصفاة البترول الأردنية المساهمة المحدودة

BID NO.122/ 2026

مناقصة رقم: 2026/122

**Maintenance and Technical Support
Agreement for OT Systems (Rockwell
Automation & Emerson Systems)**

إبرام عقد صيانة سنوي لأنظمة التحكم الحرجة في
المصفاة وتعزيز جاهزية الأنظمة التشغيلية وتطبيق
الأمن السيبراني.

الفهرس

- BID INVITATION
- COMMERCIAL OFFER FORM
- STANDARD SPECS
- ATTACHMENTS

- دعوة المناقصة
- نموذج العرض المالي
- المواصفات القياسية
- الملحقات

دعوة المناقصة

BID INVITATION

BID NO. 122/2026	JORDAN PETROLEUM REFINERY CO. LTD	
OR:26010434 OQ:26010196	Maintenance and Technical Support Agreement for OT Systems (Rockwell Automation & Emerson Systems)	

1. BID Invitation

1. The following Instructions and General Conditions are integral part of the invitation, and have the power of the purchase contract.
The listed conditions hereunder are binding for the tenderers, unless otherwise is stated in the documents.
Offers (technical & commercial) shall be submitted in triplicate, in **English language**, including the following details, before the **CLOSING DATE on Thursday 03/09/2026**, at 15.00 PM (Jordan Local Time).
2. **Identifications:**
The Company: Jordan Petroleum Refinery Company Ltd., (JPRC).
The Manager: Chief Executive Officer.
The Contractor: The successful Tenderer/Supplier/ Manufacturer.
The Tenderer: The participant in BID (Company Owner).
3. **Offers shall include the following:**
 - A. Printed price and clearly written in figures and capital letters. (**Currency** shall be stated in words not in abbreviations).
 - ~~B. Clearly stated price for unit and total price.~~
 - D. **Valid** for (60) days, at least, from closing date, unless otherwise stated, and also fixed during the completion period.
 - G. **Any extra optional and / or additional services** to the required specifications must be clearly detailed & priced.
 - H. ~~Manufacturer's name and full address.~~
4. **Catalogues:** Operation, maintenance and spare parts manuals, as well as any necessary leaflets and information shall be submitted in **English language**, all shall comply with BID documents requirements, if any.
5. ~~**Spare Parts:** Tenderer shall provide separate, detailed, itemized priced spare parts list recommended for (two) years operation under normal circumstances in addition to other requirements of BID documents, if any.~~
~~The tenderer shall guarantee and shall secure to the COMPANY the guarantees of the manufacturers for the supply of spare parts for 15 years after commissioning of equipment.~~
6. **Required Certificates:** Test Reports Laboratory certificate, API, Baseeffa, UL listing, FM approvals, Mill Test Certificate, Third Party Inspection Certificates and/or as required by BID documents, codes, etc.
9. ~~Any items or accessories necessary to have the offered system/ equipment complete in every respect shall be quoted even if they are not mentioned in this standard specification, noting that failure of the Contractor to do so shall be at his full responsibility, and the said equipment / system shall be rectified as necessary at the Contractor's own expense.~~
10. The COMPANY is not obliged to award on any offer or the **lowest offered prices**.

11. The COMPANY has the right to **cancel** any part or the whole BID without justifications.
12. ~~The COMPANY has the right to increase or decreases the required quantities by ($\pm 25\%$) depending on the COMPANY's requirements.~~
13. The COMPANY is **not bound** to consider any offer which does not follow closely BID requirements.
14. The COMPANY shall be exempted from serving **notarial notice/s** on the tender.
15. The Tenderer is required to provide **qualification documents** with his offers.
These documents shall include details of his production and general catalogues, and explain, in detail, his experience in same required equipment and projects, and provide **reference lists including customers/refineries** to which he delivered similar equipment and projects, dates, and contract values. The COMPANY has the right to disregard any offer, which may be received from unqualified Tenderers and / or Manufacturer. The COMPANY shall not accept any responsibility or liability of any type or any kind in any way whatsoever.
16. The Tenderer shall submit all documents, which show financial statement of the supplier for the latest three years including balance sheet and profit and loss accounts with the offer.
If Qualification Form is attached to the BID documents it shall be completely filled by the Tenderer and submit with the offer
17. It is the full responsibility of the Tenderer to provide all required information during the offering stage, where any lack or misguidance of the required information provided by the Tenderer shall be considered a cause of rejection of his offer.
18. **Payment method:**
 - A- Payment shall be made either by **Letter of Credit, CAD. NET 30 DAYS or COD.**
(All Bank commissions or fees outside JORDAN shall be borne by the **Successful Tenderer(s)**).
 - B- **Payment in advance is not acceptable.**
 - C- All external bank charges including confirmation commissions or fees of L/C shall be borne by the **Successful Tenderers** exception of the initial internal banking charges for opening L/C, which shall be borne by the JPRC.
21. **Instructions of the Central Bank:** All parties to this transaction are advised that where the U.S., EU, UN impose specific sanctions against certain countries, entities and individuals banks may be unable to process a transaction that involves a breach of such sanctions , and authorities may require disclosure of information.

II. Successful Tenderer/ Supplier shall be responsible for the following:

1. ~~All the documents pertaining to the General Conditions, Specifications, Drawings and any Annexes shall form an integral part of the agreement/ contract / purchase order.~~
2. **After awarding, any change in the offered specifications shall not be acceptable.**
3. **Performance guarantee (bank guarantee) equal (10%)** of the total amount through a local Jordanian bank. shall be submit within (10) days of award of tender, to guarantee that materials will be supplied according to BID specifications and conditions, ~~submitted offer on this tender, and related correspondences as well as to guarantee that the whole consignment will be delivered within the specified period.~~

This guarantee must be valid for period of not less than less than **(3) months after finish the contract** unless otherwise is stated, subject to extension when required and payable partially or totally to COMPANY at first demand.

Copy of bank guarantee text is herewith attached.

If the Successful Tenderer/ Supplier refuse the letter of award or not submitting the performance bond for any reason, The COMPANY has the right to confiscate the bid bond amount and the supplier will not be allowed to participate in future tenders.

4. **(6) per one thousands** of Contract value shall be paid to cover **revenue stamps to be paid to the Ministry of Finance** according to prevailing Jordanian law. The total sum shall be paid within (10) ten days after the date of award letter to avoid delay penalty, or deduct it from the purchase order.
5. Accept the **purchase order** based on the submitted offer, in addition to all other conditions, which will be agreed upon by the COMPANY and Successful Tenderer, as an obligatory contract for both parties.
6. ~~No assigning of the awarded BID (partially or totally) to any other supplier without the prior written consent from the COMPANY.~~
8. ~~Upon delivery packing list (1) original and (5) copies showing number of packages / cartons / rolls/pallets / gross weight and the contents of each package /carton/roll/pallet/ net weight separately.~~
9. ~~All materials to be supplied from European countries shall be included with EURO 1 Certificate with shipping documents.~~
10. ~~All materials to be supplied from USA shall be shipped directly from USA to Jordan according to Jordanian Customs Department rules; so any customs duty will be exempt due to implementation of customs agreement between USA and JORDAN.~~
11. ~~Successful Tenderer shall be responsible for all applicable additional charges as Taxes, VAT in any country outside Jordan.~~
12. Delivery Delay Liquidated Damages: In the event that the Supplier fails to perform the required service or visit within the specified period, the Supplier shall pay to the COMPANY a delay penalty of (5%) of the value of the delayed service item or visit for each day of delay.
13. **In case delay or missing of submitting any of the shipping documents to the bank, which leads to storage fees or any custom fees on the goods from JORDAN CUSTOMS DEPARTMENT, all these charges shall be paid by the supplier.**
14. As the contract is a Jordanian one, any dispute arising between COMPANY and the Contractor on the interpretation or execution of the contract, which can't be solved amicably, shall be governed by and construed in accordance with **Jordanian laws**, and shall be referred to arbitration. Arbitration shall be conducted in Arabic, or English translated into Arabic. The venue of arbitration shall be in Amman – Jordan.
15. The COMPANY, through **cashing the guarantees** shall not be deemed to have waived any of its rights under the Contract. For BID performance purpose, the local agent and the Contractor are jointly and severally liable. The COMPANY has the right to claim its rights legally against either party, or both of them, in case they do not comply with any of the BID conditions.
16. The COMPANY has the right to reject of any supplied materials which not in conformity with the required specification, and shall hold the supplier liable for any damage resulting there from including taxes, custom fees, clearance fees ...etc.)
17. ~~Transshipment is not acceptable.~~
18. ~~If the defect or function failure can't be corrected, the Contractor / Supplier shall promptly replace said equipment (free of charge) or remove the equipment with refund the full purchase price~~
19. ~~Return copy of purchase order, which considered as a formal contract signed & stamped by an authorized person (beneficiary) within (48 hours).~~

III.

Important Notes For Tenderers:

1. Offers shall be submitted in two separated, closed and sealed envelopes (**One original and two copies**) indicating clearly contents of each envelope as follows:
 - The 1st envelope shall include the **technical offer and qualification documents**.
 - The 2nd envelope shall include the **commercial offer**.
2. **Name and address of Tenderer** is to be printed on closed and sealed envelope in addition to BID number and closing date. Noting that **different offers** shall be treated separately.
3. **Any questions regarding the BID** shall be addressed in writing to:
EMAIL: (TENDER.INQUIRIES@JOPETROL.COM.JO).
4. Tenderer is not permitted to contact and or meet and or visit any one of the technical team during BID study stage without prior post coordination and written approval by **Chief Executive Officer or Executive Director of Refinery or Purchasing Manager**.
5. Any offer after the closing date shall not **be accepted**.
6. **The offers must be signed and stamped by the Tenderer**; otherwise, it shall be disregarded. In addition, shall be submitted to the COMPANY as prepared and arranged by the manufacturer.
7. Tenderers shall provide the COMPANY with the name and full address of the **Agent or Representative / Regional office in Jordan** and his registration number, if available.
8. **Local Agent** shall submit a valid Career License and Registration Certificate with the offer.

ANNEX

- Offers must be submitted in sealed envelopes on or before the closing date on Thursday **03/09/2026** not later than 15.00 PM (Jordan Local Time). Offers were received after that time will be disregarded.
- Local agents must submit with their offer a valid copy of their registration certificate in the Ministry of Industrial & Commerce as well as their registration certificate in Great Amman Municipality.
- Enclosed herewith a form (Supplier & Local Agent Information) to be filled accurately and accordingly, as it is an integral part of BID conditions.
- JPRC is entitled to cancel the BID or to postpone the opening of bids, to whichever date it deems adequate.
- Please abide strictly with the required conditions and specifications

- يجب تسليم العروض بالظرف المختوم قبل الساعة الثالثة من يوم الخميس الموافق **2026/09/03** ولن يقبل أي عرض بعد الموعد المذكور.
- على الوكلاء والوسطاء التجاريين أن يرفقوا مع العرض نسخة صالحة من سجلهم التجاري ورخص المهن صادرة من وزارة الصناعة والتجارة وأمانة عمان الكبرى.
- مرفق نموذج (معلومات عن المورد والوكيل) لتعبئته وإرفاقه مع العرض وبغير ذلك سوف يتم تجاهل العرض.
- يحق لشركة JPRC إلغاء المناقصة أو تأجيل فتح صندوق المناقصات إلى أي وقت تراه مناسباً.
- راجين الالتزام بالشروط والمواصفات العامة المطلوبة.

SUPPLIER & LOCAL AGENT INFORMATION

BID no. 122/2026

الوكيل المحلي Local Agent	المورد Supplier	المعلومات المطلوبة
		الاسم التجاري Commercial Name
		أسماء مالكي الشركة Owner name
		اسم مدير الشركة Director /Manager Name
		هاتف Tel. No:
		فاكس Fax no:
		هاتف خلوي Mobile:
		رخص مهنة Profession License Certificate
		سجل تجاري Trading Registration Certificate
		رأس مال الشركة Company Capital
		البنك Reference Bank
		مجموع الإيرادات السنوية Turnover
		مجموع حقوق المالكين Owners Equity

COMMERCIAL OFFER

BID NO: 122/2026

				Prices To Be Filled By The Contractor	
Item No.	Description	Unit	Quantity	Currency :- ☐ \$ ☐ £ ☐ €.....	
				Unit Cost	Total Cost
1	Initial Assessment Visit including system evaluation.	LS	1		
2	Annual Preventive Maintenance & Corrective / Emergency.	LS	1		
3	Additional Engineering support	EA	4		

TOTAL IN WRITTEN	TOTAL:	
------------------	--------	--

SIGNATURE :-

COMPANY'S STAMP-

المواصفة القياسية

STANDARD SPECIFICATIONS



JORDAN PETROLEUM REFINERY CO.

OR No.: 26010434

TERMS OF REFERENCE

**Maintenance and Technical Support Agreement for OT Systems
(Rockwell Automation & Emerson Systems)**

PART-I		GENERAL REQUIREMENTS:	
S. NO	SPECIFICATION		DEVIATION
1.	INTRODUCTION:		
	1.1	Purpose: The purpose of this specification is to establish a maintenance and technical support agreement for refinery OT systems including Rockwell Automation (Allen Bradley) and Emerson (DeltaV & Tank Gauging Systems). The agreement covers preventive maintenance, corrective maintenance, emergency support services, cybersecurity enhancement activities, technical assessment, reporting, and related support services required to maintain reliable and secure operation of the systems.	
	1.2	SCOPE This agreement shall cover twelve (12) OT systems including PLC, DCS, Tank Gauging, HMI, Engineering Workstations, industrial network components, and associated software related to Rockwell Automation and Emerson systems. Detailed technical information shall be disclosed during mandatory site visit only.	
	1.3	RELATIONSHIP WITH OTHER DOCUMENTS This publication shall be read in conjunction with any applicable standards, codes, manufacturer recommendations. In case of discrepancy, the latest applicable standards shall prevail.	
	1.4	INSTRUCTIONS TO TENDERERS Tenderers shall carefully review all tender documents and clearly indicate any deviation in the DEVIATION column. Any item or service necessary for complete execution of the work shall be considered included even if not explicitly stated in this specification.	
	1.5	Tenderers shall clearly indicate any deviation from these specifications in the DEVIATION column. If no deviation is indicated, full compliance shall be assumed.	
2.	CONTRACTOR QUALIFICATION REQUIREMENTS		
	Bidder shall be an authorized partner or approved System Integrator for Rockwell Automation and/or Emerson systems and shall provide supporting documents with the offer. Bidder shall maintain local technical support capability within Jordan. Bidder shall submit company profile, references of similar projects for PLC/DCS and OT systems within industrial or oil & gas facilities, and CVs of qualified engineers who will execute the work. Bidder shall provide the required engineering software licenses, tools, test equipment, and technical support capabilities necessary to perform the work.		
3.	SITE VISIT		
	Tenderers shall first submit qualification documents for preliminary technical evaluation by Jordan Petroleum Refinery Company "JPRC". Only technically qualified bidders shall be invited for mandatory site visit arrangements and technical discussions. A preliminary confidentiality and limited access agreement (NDA) may be signed prior to the site visit if required by JPRC. No commercial offer shall be accepted without mandatory site visit attendance.		
4.	CONTRACT DURATION		
	The contract shall be for a fixed term of twelve (12) calendar months commencing from the date of contract signing. JPRC reserves the right to renew the agreement for additional period(s) based on contractor performance and operational requirements.		
5.	PAYMENT METHOD		
	1.	Payment for the Initial Assessment, System Evaluation, Asset Inventory preparation/update, cybersecurity review, and related baseline activities shall be made upon completion of the initial assessment visit and submission of approved technical reports.	

S. NO	SPECIFICATION	DEVIATION
2.	Payment for annual preventive and corrective maintenance support services shall be made in two equal semi-annual installments upon completion of the scheduled preventive maintenance visits and submission of approved technical reports.	
3.	Additional visits, engineering support, spare parts, software licenses, firmware upgrades, hardware upgrades, and optional services outside contract scope shall be charged separately according to approved quotations and agreed Daily Rates / Man-Hour Rates and shall be invoiced with the nearest scheduled semi-annual payment upon JPRC approval.	
6.	SAFETY & ACCESS	
	Contractor shall comply with refinery safety regulations, operational procedures, and access requirements during execution of all maintenance and support activities.	
7.	REPORTING & DOCUMENTATION	
	Contractor shall provide detailed technical reports after each maintenance visit, troubleshooting activity, or assessment work, including summary of performed activities, findings, corrective actions, pending issues, system observations, and recommendations. All backups, configurations, software modifications, and technical records generated during contract execution shall remain property of JPRC. Reports shall be submitted within five (5) working days after completion of each visit unless otherwise agreed by JPRC.	
8.	CONFIDENTIALITY	
	Contractor shall treat all technical documents, configurations, network information, software, and operational data related to JPRC systems as strictly confidential and shall not disclose any information to third parties without written approval from JPRC.	
9.	GUARANTEE & WARRANTY:	
	Contractor shall guarantee quality and professional execution of all works performed under this agreement and shall correct any defective work identified during contract period at no additional cost.	

PART- II		TECHNICAL & FINANCIAL REQUIREMENTS:	
S. N.	SPECIFICATION		DEVIATION
1.	GENERAL REQUIRMENTS:		
	All maintenance and technical support activities shall be performed according to manufacturer recommendations, recognized industrial best practices, and applicable international standards related to PLC/DCS and OT systems. All activities shall follow latest OEM recommendations and approved engineering practices. No spare parts replacement, software modification, firmware upgrade, patch installation, or configuration change shall be implemented without prior JPRC approval. In the event that any firmware update, software modification, patch installation, or configuration change performed by the Contractor causes system malfunction, communication failure, instability, or process interruption, the Contractor shall be fully responsible for restoring the system to its original operational condition and resolving all related issues at no additional cost to JPRC.		
2.	MAINTENANCE VISITS & TECHNICAL SUPPORT		
	2.1	Initial Assessment Visit	
	a.	One (1) initial assessment visit shall be performed after contract award including complete technical evaluation of the systems, Asset Inventory preparation/update, firmware and patch assessment, backup verification, industrial network review, access control review, cybersecurity hardening assessment, identification of obsolete hardware/software whenever applicable, and issuance of technical recommendations report.	
	b.	Contractor shall verify backup integrity and restore readiness for critical systems whenever applicable.	
	c.	Contractor shall review and verify the condition, compatibility, functionality, and software status of existing JPRC engineering workstations, maintenance laptops, and related software used for the covered systems. Contractor shall provide recommendations for required updates, software revisions, licensing status, antivirus compatibility, backup arrangements, or replacement whenever applicable.	
	2.2	Preventive Maintenance Visits	
	a.	Two (2) preventive maintenance visits shall be performed annually (every six months), with minimum three (3) consecutive working days per visit unless otherwise approved by JPRC.	
	b.	Preventive maintenance activities shall include system inspection, diagnostics, panel cleaning, software review, alarm verification, communication checks, backup verification, cybersecurity review, and issuance of technical reports.	
	c.	Contractor shall submit maintenance visit plan and checklist prior to each scheduled visit.	
	2.3	Corrective Maintenance & Emergency Support:	
	a.	The contract shall include annual quota of six (6) corrective / emergency support visits upon JPRC request, where each visit shall be considered as maximum one (1) working day on site.	
	b.	Emergency response for critical faults shall be within two (2) hours, while troubleshooting and technical analysis support shall be provided within twelve (12) hours.	

S. N.	SPECIFICATION		DEVIATION
2.4	Additional Support Services		
	Any additional engineering support or extra maintenance days beyond contract scope shall be charged according to agreed Daily Rates / Man-Hour Rates to be clearly stated in the offer.		
3.	CYBERSECURITY REQUIREMENTS:		
a.	Contractor shall perform recurring cybersecurity review activities during the contract period including System Hardening review, firmware and patch assessment, patch gap review, access control review, backup verification, Asset Inventory update, industrial network review, and cybersecurity recommendations for the covered systems.		
b.	Contractor shall periodically review and update the Asset Inventory, firmware status, software revisions, and system documentation whenever applicable.		
c.	Contractor shall notify JPRC in writing about any critical OEM advisories, major firmware/software updates, cybersecurity vulnerabilities, obsolete components, or urgent security recommendations related to the covered systems whenever identified.		
d.	Contractor shall review for unauthorized configuration or network changes whenever applicable.		
e.	Contractor shall verify backup integrity and restore readiness for critical systems whenever applicable.		
4.	SPARE PARTS & OEM SUPPORT:		
a.	Contractor shall review existing spare parts available in JPRC stock for the covered systems, evaluate their suitability, condition, compatibility, and storage status, identify missing, obsolete, or critical spare parts, and provide technical recommendations for stock optimization and future spare parts requirements whenever applicable.		
b.	Contractor shall provide separate quotations for recommended spare parts, firmware upgrades, software licenses, software patches, hardware upgrades, and OEM support services whenever required.		
c.	All supplied parts and software shall be genuine OEM products supported by applicable authenticity and licensing documentation. Contractor shall also indicate expected lead time for recommended critical spare parts whenever requested by JPRC.		
5.	TRAINING & KNOWLEDGE TRANSFER:		
	Contractor shall provide technical guidance, operational recommendations, and knowledge transfer to refinery personnel whenever required during execution of the agreement.		
6.	PRICE SCHEDULE / COMMERCIAL TABLE		
1.	Initial Assessment, Asset Inventory Update, Cybersecurity Hardening Review, Firmware/Patch Assessment, Backup Verification, Industrial Network Review, and Technical Recommendations	Lump Sum	(.....) JOD
2.	Annual Preventive & Corrective Maintenance Support including Two (2) Preventive Maintenance Visits and Six (6) Corrective & Emergency Support Visits	Lump Sum	(.....) JOD
3.	Additional Engineering Support / Additional Site Visits Beyond Contract Scope (To Be Used Upon JPRC Request and Actual Requirement – Estimated 4 Days)	Daily Rate	(.....) JOD

Jordan Petroleum Refinery Company
Quote OrderDate 22/06/2026
Page - 1

Order Number 26010196 OQ 00001

Delivery Instructions

Branch/Plant F510503

Order Date 18/06/2026

Request Date 18/06/2026

Maintenance and technical support agreement for OT systems at Zarqa Refinery Site, including Rockwell Automation and Emerson systems. Including preventive/corrective maintenance, cybersecurity activities, emergency support, and related technical services, as per attached TOR.

Freight Handling

Line No.	VOCAB Number	Description	Part Number	Drawing Number	Ordered Quantity	Unit	Supplier Offer Unit Price	Supplier Offer Currency Code	Original Order No	Type	Line#	Orig
1		Initial Assessment Visit including System Evaluation, Asset Inventory, Firmware & Patch Assessment, Backup Verification, Cybersecurity Review, and Technical Recommendations			1.000	LS			26010434	OR		
2		Annual Preventive Maintenance & Corrective /Emergency Technical Support for OT Systems including (2) PM Visits and (6) Emergency/Corrective Support Visits.			1.000	LS			26010434	OR		
3		Additional Engineering Support (Daily rate, Upon JPRC Request – Estimated Qty)			4.000	EA			26010434	OR		

Note : Tenderers shall first submit qualification documents for preliminary evaluation. Only technically qualified bidders shall be invited for mandatory site visit.

Purchasing Manager :

Remarks of Purchasing Department :

الملحقات

ATTACHMENTS

PERFORMANCE GUARANTEE

**MESSRS : JORDAN PETROLEUM REFINERY CO. LTD
P.O.80X 1079
AMMAN-JORDAN**

DEAR SIRS,

**AT THE REQUEST OF MESSRS.....
(HEREINAFTER CALLED "THE ACCOUNTEE"), WE HEREBY ISSUE IN YOUR
FAVOUR OUR L/G NO. AS FOLLOWS:**

**WE..... BANK.....,AMMAN / JORDAN
IRREVOCABLY AND UNCONDITIONALLY HEREBY UNDERTAKE TO PAY YOU
WITHOUT DELAY ON YOUR FIRST WRITTEN DEMAND AND NOTWITHSTANDING
ANY OPPOSITION OR OBJECTION BY THE ACCOUNTEE WITHIN THE VALIDITY
OF THIS GUARANTEE, THE AMOUNT OF.....**

**.....
.....
IN RELATION TO TENDER NO.
FOR THE SUPPLY OF.....**

**THIS GUARANTEE SHALL REMAIN VALID UNTIL, AND
THE VALIDITY OF THIS GUARANTEE SHALL BE RNEWED AUTOMATICLLY AND
WILL NOT BE CANCALLED WITHOUT YOUR WRITTEN CONSENT (ON THE
ACCOUNTTEE OWIN EXPENSE)**