



**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.**

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دعوة المناقصة

BID INVITATION

JORDAN PETROLEUM REFINERY CO. LTD		
BID#122/2026 OR- 26010434 OQ-26010196		
Maintenance and Technical Support Agreement for OT Systems (Rockwell Automation & Emerson Systems)		

General Terms& Conditions

- The following Instructions and General Conditions are integral part of the invitation, and have the power of the contract.
 - Consultants are requested to submit separate Technical Proposal and separate Financial Proposal for the Tender in English Language, before the **CLOSING DATE on Thursday (23/07/2026)**.
 - **Offers shall include the following:**
 - Printed price and clearly written in figures and capital letters. (Currency shall be stated in words not in abbreviations).
 - **Valid** for (120) days, at least, from closing date, unless otherwise stated, and also fixed during the completion period.
 - Full Address for Consultant Company
 - **Payment Terms:** Payment shall be made within 30 DAYS from receipt of each invoice by the time sheet approved by our engineers.
 - **Taxes:** The Financial Proposal shall be on the basis of a lump sum fixed price and shall include all costs & taxes associated with such Services including the following clause:
 - The Consultant shall be responsible of comprehending and abiding to the Jordanian Tax Laws.
 - In accordance to Jordan prevailing law, consultant shall pay 6 per thousand of the total contract value to cover the REVENUE STAMPS during 10 days from awarding date.
 - Sales tax: JPRC must deduct (16%) from each invoice.
 - National Contribution tax: JPRC must deduct (1%) from each invoice.
 - Income Tax: JPRC must deduct (10%) from each invoice.
 - The Consultant needs to check if there is an agreement between Jordan and the Consultant's Country to avoid duplication of income tax.
 - Successful Tenderer shall be responsible for all applicable additional charges as Taxes, VAT, ...etc in any country outside Jordan.
 - After awarding any change in the offered specifications shall not be acceptable.
 - 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 **(30) days 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.**

- **Service 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.**
- As the contract is a Jordanian one, any dispute arising between Client 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.
- **Any questions regarding the BID** shall be addressed in writing to:
Email: (tender.inquiries@jopetrol.com.jo).

نموذج العرض المالي

COMMERCIAL OFFER FORM

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:	
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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 Zarga 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	Original Type	LineN
1		Initial Assessment Visit Asset Inventory, Firmware & Patch Assessment, Backup Verification, Cybersecurity Review, and Technical Recommendations			1.000	LS			26010434	OR	
2		Annual Preventive Maintenance 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 :**
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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 AUTOMATICCLLY AND
WILL NOT BE CANCELLED WITHOUT YOUR WRITTEN CONSENT (ON THE
ACCOUNTTEE OWIN EXPENSE)**