



Procurement Department

جامعة آل البيت

AL al-Bayt University

دائرة الشراء

الموافق : 11 حزيران 2025 م .

ملحق رقم (2) ملحق توضيحي بشأن استفسار مقدم من احدى الشركات حول وثائق العطاء رقم (2025/19) شراء خدمات الاستضافة والادارة السحابية لتشغيل منصة التعلم الالكتروني مودل.

السادة ..... المحترمين

تحية طيبة وبعد،،،

بالإشارة الى الاستفسار الوارد الى الجهة المشتريه بتاريخ 2025/6/4، من قبل احدى الشركات والمتعلق بالعطاء المشار اليه أعلاه، والمتضمن الاستفسار التالي:

Kindly note that we need clarification regarding the below requirements:

- Remote management in services item.
- RTO in Service level agreement item. Because RPO and RTO requested when there is DRaaS service. Can the customer clarify more about this.

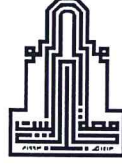
Services	100 Mbps DDoS IP protection standard. Remote Management.
Service level management	24/7 support. Direct call phone. Recovery Time Objective (RTO) less than 3 hours.

And another comment about the point C in terms and conditions, as you are asking for Pay as you Go, and we have fixed monthly invoicing based on te provisioned service.

وبعد مراجعة الاستفسار من قبل الجهة المختصة نود توضيح ما يلي:

#### 1. Remote Management in Services:

Remote management refers to the vendor's responsibility to manage, monitor, and support the cloud infrastructure, ensuring performance, availability, and security.



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2. RTO in the SLA (Service Level Agreement):

While we understand that RTO/RPO metrics are commonly associated with Disaster Recovery as a Service (DRaaS), in this tender, the RTO requirement (less than 3 hours) is intended as a general availability and recovery expectation in case of system failure—not necessarily tied to a full DRaaS implementation.

3. Clarification on Point C – Terms and Conditions:

Point C ("Hosting billing term is monthly and prices must be in the form of pay-as-you-go") refers to a monthly invoicing cycle based on actual provisioned resources.

If your model is fixed monthly invoicing based on allocated services (rather than usage-based metering), that is acceptable—please make it explicit in your proposal, and clearly describe the billing method.

تنويه: يعد هذا الملحق جزءاً لا يتجزأ من وثائق العطاء ويطلب من جميع المناقصين الأخذ به عند اعداد عروضهم.

وتفضلوا بقبول فائق الاحترام،،،،

مدير دائرة الشراء

سليم علي المناعي