

## Terms of Reference (TOR)

### Provision of Cloud Infrastructure Services for Amman Chamber of Commerce

#### 1. Background

Amman Chamber of Commerce (ACC) is seeking a qualified cloud service provider to deliver a comprehensive, secure, and scalable Cloud Infrastructure-as-a-Service (IaaS) and Backup-as-a-Service (BaaS) solution. The purpose is to host and manage critical business applications, databases, and internal services in a high-availability and secure environment with full data backup, VM management and environment security.

#### 2. Objectives

- Migrate and host ACC's core IT systems in a secure and efficient cloud infrastructure.
- Ensure system availability, reliability, and security for all hosted workloads.
- Implement a robust backup strategy.
- Comply with best practices for data protection and infrastructure security.
- Enable rapid recovery, scalability, and centralized server and network management.

#### 3. Scope of Work

##### A. Infrastructure as a Service (IaaS)

The cloud provider shall provision and manage the following virtual machines (VMs), ensuring proper sizing, high availability, and performance:

Server	vCPU	RAM (GB)	Storage (GB)
Fileshare Server	4	8	1,500
Database Server - ITG	4	16	200
Application Server - ITG	4	16	1500

ERP - Database Trio	4	32	500
ERP - Application Trio	4	16	300
K2 Server	10	32	200
SQL Server	20	32	1500
K2 Sites (IIS)	8	16	200

#### Minimum Infrastructure Requirements:

- Compute: Scalable VM instances with guaranteed resource allocation.
- Storage: SSD-based storage with redundancy and automated backups.
- Networking: High-speed, secure networking with firewall protection.
- Monitoring: 24/7 performance and health monitoring.
- Server Management: OS patching, resource optimization, and remote console access.
- Operating Systems: Support for Windows Server 2019 and 2022 Standard/Datacenter editions as specified for each VM.
- Virtualization Technology: Must be industry-standard (e.g., VMware, Hyper-V, KVM) and fully managed by the provider.

#### **B. Backup as a Service (BaaS)**

A secure, centralized backup solution must be implemented with the following characteristics:

- Backup Policy: Each VM to have its own backup policy, defined by ACC's RTO/RPO requirements for specific applications.
- Features Required:
  - High-speed recovery with documented recovery procedures.
  - Version control and retention.
  - Backup verification and reporting (automated daily reports).
  - Ability to perform granular recovery (file-level, application-level for SQL databases).

- Support for immutable backups for ransomware protection.
- The provider must specify the backup technology used (e.g., Veeam, Commvault, native cloud backup solutions) and ensure zero data loss tolerance for critical data and applications. A demonstration of backup and restore capabilities may be requested.

### C. Infrastructure Security

Given the sensitivity of ACC's data (employee, member, and system data), the provider must implement robust security practices:

Security Requirements:

- Data Encryption: During transmission (TLS 1.2 or higher) and.
- Next-Gen Firewalls and WAF: To filter and secure traffic, including advanced threat protection, intrusion prevention systems (IPS), and DDoS mitigation.
- Access Management: With role-based controls (RBAC), multi-factor authentication (MFA) for administrative access, and strict access policies.
- Penetration Testing & Security Audits: At least annually, with results shared with ACC. Provider must commit to remediating identified vulnerabilities within agreed-upon timelines.
- Protection Against Threats: DDoS, malware, data theft, unauthorized access, and zero-day exploits.
- Vulnerability Management: Regular scanning and patching of underlying infrastructure and hypervisors.

### D. Additional Technical Requirements

Server	Components/Software	Notes
File-share Server	File Orbis, SQL 2019, Office Online, Windows Server 2022	Outlook PST & shared drives. Active Directory integration for user authentication.
Application-ITG	Windows Server 2022 Standard	1.5 TB storage. .NET Framework, IIS roles as

		required by ITG applications.
Database-ITG	SQL Server 2019, Windows Server 2022	200 GB storage. SQL Server AlwaysOn Availability Groups (if supported by ACC's license).
ERP Servers	SQL Server 2019, Windows Server 2022	Application + DB. Specific ERP software compatibility.
K2 Server	K2 Platform, RPA, SmartForms	Requires dedicated resources for workflow processing.
SQL Server	K2 Platform DBs	High performance DB host. Optimized for SQL queries.
K2 Sites (IIS)	IIS for K2 Solutions	Web hosting for workflow services. Load balancing for high availability.

*All Software licenses for specific applications (e.g., SQL Server, Windows Server CALs, K2 licenses, Office Online Server) will be provided by ACC. The provider is responsible for ensuring compatibility and support for these licenses on their cloud platform.*

#### **4. Service Expectations**

The proposed cloud infrastructure must deliver:

- High Availability: ≥99.7% uptime with redundancy across multiple availability zones/fault domains within the chosen region. A detailed service credit policy for any downtime must be provided.

- Scalability: Resources can be upgraded (scale-up) or expanded (scale-out) as needed, with clear procedures and defined lead times for resource provisioning.
- Efficiency: Optimized compute and storage usage, with reporting on resource consumption to help ACC manage costs and performance.
- Security Compliance: Aligned with ISO 27001 or equivalent standards.
- Service Level Agreements (SLAs): Comprehensive SLAs covering uptime, performance, support response times, and problem resolution. Penalties for non-compliance must be specified.
- Technical Support: 24/7 technical support via multiple channels (phone, email, ticketing system) with guaranteed response times based on severity levels. A dedicated account manager is preferred.
- Reporting: Monthly reports detailing resource usage, performance metrics, security incidents, backup status, and billing.

## **5. Migration & Licensing Notes**

In case of migrating from a current provider, the vendor must:

- Address license transfer requirements (SQL Server, OS, etc.). The vendor must detail their approach to ensuring ACC's existing licenses are properly utilized and compliant on the new cloud infrastructure (e.g., dedicated host options, license mobility programs).
- Cover or clearly state any software transfer fees involved.
- Propose a detailed migration plan, including timelines, responsibilities, rollback strategies, and minimal downtime considerations. The migration should be executed with zero data loss.
- ACC will provide access to current systems for assessment and data transfer planning.

## **6. Deliverables**

- Full deployment of the infrastructure as per specifications, including network configuration, security groups, and monitoring setup.
- User documentation and access credentials for ACC's IT team, including detailed architecture diagrams and network maps.
- Monthly performance and backup reports, including RPO/RTO adherence.

- Incident and change management procedures, clearly outlining how issues are reported, tracked, and resolved, and how changes to the environment are requested and implemented.
- Security audit and compliance reports, demonstrating adherence to agreed-upon security standards.
- Training sessions for ACC IT staff on managing and interacting with the new cloud environment.

## **7. Terms and Conditions**

### **A. Contract Duration**

The initial contract period shall be for two (2) years, with an option to renew for additional periods based on mutual agreement and satisfactory performance.

### **B. Pricing and Payment**

- Proposals must include a clear, detailed pricing structure for all services, including IaaS components, BaaS, security services, and any recurring management fees.
- Pricing should be itemized and cover the full two-year period.
- Any one-time setup or migration costs must be clearly identified.
- Provide an itemized price list for individual components of the VM resources (e.g., per vCPU, per GB RAM, per GB storage, per IP address, network egress) to allow ACC to accurately budget for future VM expansion, downsizing, or the provisioning of new virtual machines as business requirements evolve.
- Payment terms will be monthly or quarterly in arrears, upon successful delivery of services and submission of an invoice.
- ACC reserves the right to negotiate pricing and payment terms.

### **C. Data Ownership and Confidentiality**

- ACC retains full ownership of all data stored and processed within the cloud environment.
- The provider must ensure strict confidentiality of ACC's data and shall not access, disclose, or use ACC's data for any purpose other than providing the agreed-upon services.
- The provider must comply with all applicable Jordanian data protection laws and regulations.

#### **D. Regulatory Compliance**

The provider must affirm their compliance with all relevant local and international regulations, including but not limited to data privacy laws, cybersecurity frameworks, and industry-specific standards applicable in Jordan.

#### **E. Dispute Resolution**

Any disputes arising from this agreement shall first be attempted to be resolved through good-faith negotiation. If unsuccessful, the dispute shall be resolved through arbitration in Amman, Jordan, in accordance with Jordanian law.

#### **F. Termination Clause**

- ACC reserves the right to terminate the contract with 60 days' written notice if the provider fails to meet agreed-upon SLAs or materially breaches any terms of this TOR.
- The provider must provide all necessary assistance for the smooth transition of services and data back to ACC or to another provider upon termination, without additional cost.

#### **G. Indemnification**

The provider shall indemnify and hold ACC harmless from any claims, damages, losses, or expenses arising from the provider's negligence, willful misconduct, or breach of this agreement.

#### **H. Force Majeure**

Neither party shall be liable for any delay or failure in performance due to acts beyond their reasonable control, including but not limited to, war, terrorism, natural disasters, or government regulations.

#### **I. Governing Law**

This Terms of Reference shall be governed by and construed in accordance with the laws of the Hashemite Kingdom of Jordan.