

1. INTRODUCTION

Oman Wastewater Services Company S.A.O.C (Haya Water) is a government owned company empowered to manage the Muscat Wastewater Project for the whole of Muscat.

The company wishes to appoint a Service Provider to provide Support & Maintenance for its Maximo System Version 5.2.

The intention in seeking provision of support & maintenance is to ensure that:

- Online transaction processing happens as defined in the target below
- Optimum operational performance is ensured
- Availability is ensured in case of application, hardware, database failure

On-line transaction Service Targets

Service	Period	Expected Availability	Mean Time to Repair	Exceptions
On-line Transaction Processing	Interactive Service Window	99%, reported per month	5 hours (for priority 1 & 2 incidents)	Maximum of 6 priority 1 and 6 priority 2 incidents per year which take up between 2 and 8 hours to repair (with the exception of disasters/ calamities)

To ensure the above, the services required to be provided by the service provider are classified under the following categories:

1. Operations Management & Customised Support
2. Mandays

2. SCOPE OF WORK

2.1 HIGH AVAILABILITY SOLUTION

Haya Water IT Department has installed the hardware and software required for a High Availability solution. Within 8 working weeks of the contract kick-off meeting, the service provider will configure the high availability solution to ensure that:

1. Switchover in case of any failure can be accomplished within 1 hour of the failure
2. Data can be recovered till the last committed transaction

Haya Water will provide any additional hardware/software to meet the above requirements.

2.2 OPERATIONS MANAGEMENT

Process/Activity	Description	Requirements/Conditions
Active service window operations	Systems and Operations Management and monitoring/event handling.	
Monitor daily operational tasks	Ensuring execution by Haya Water staff of daily and periodic operational tasks (e.g. job scheduling, system management tasks, maintenance jobs, error log checking and resolving, records stuck in workflow, Maximo and Actuate server startup and shutdown, building and deploying EAR files, Cron Administration, Interface transactions).	
Monitor backup/restore and storage management.	<p>Ensure execution by Haya Water staff of backup of business and system data, including off-site storage.</p> <p>Perform backup/restore drill in a controlled environment once a quarter.</p> <p>Perform backup/restore drill in a live environment once a quarter</p>	
Availability in case of hardware, server, operating system or application failures	<p>Manage Haya Water staff activity to ensure daily on-line availability and performance of the system, and timely execution of batch processes.</p> <p>Haya Water has procured and installed the hardware and software necessary for a high availability solution. Within 30 days of the contract kick-off meeting, the service provider must configure the high availability solution to ensure switchover within 30 minutes.</p>	
Database maintenance	Manage the activities of setting and tuning system parameters, ensuring appropriate and adequate storage, carrying out preventive maintenance activities	The support provided will specify the tasks to be carried out and guide Haya Water staff to carry out the activities
Database upgrades and patch application	<p>Installing new DBMS versions and applying vendors' maintenance fixes</p> <p>Troubleshooting, monitoring, and assuring availability/uptime.</p>	The service provider will be accountable
Hardware and Infrastructure management	<p>Recommending hardware and infrastructure to maintain all performance and capacity requirements.</p> <p>Configuring all the infrastructure related</p>	Haya Water is responsible to follow recommendations

Process/Activity	Description	Requirements/ Conditions
	to Maximo to ensure 99% availability	for hardware in order to enable contractor to meet required targets. If insufficient hardware is provided, contractor will not be held responsible for not meeting performance and availability targets.

The scope of work under operations management is not limited to the application and database alone. The service provider will also be responsible for operating system and services configuration related to the application.

Hardware recommendation will be provided by service provider within 30 working days of the contract kick-off meeting.

Within 30 working days of the contract kick-off meeting, the service provider should agree with Haya Water IT staff and document the activities needed to be carried out by the service provider and Haya Water staff, the periodicity of the activities, the reports that Haya Water IT staff has to submit to the service provider and the facilities that need to be provided to ensure that the targets and purposes of this section are met.

2.3 CUSTOMISED SUPPORT

The support services defined in Section 2.3.4 below have to be provided during the interactive service window as defined in Section 2.3.2

2.3.1 Service Windows

Item	Definition
Working Day	Saturday to Wednesday
Non-Working Day	Thursday and Friday

The support services should be available in the “interactive period” as defined in the following table:

2.3.2 Interactive Service Window:

Period	General Hours of operation	Remarks
Working Day	0700 hrs to 1700 hrs	Interactive period
<u>Non-working Day</u> Thursday	0800 hrs to 1200 hrs	

Haya Water will inform the vendor at least 3 days in advance of a necessary temporary revision of service hours so as to allow the vendor to have adequate time to make the necessary arrangement.

For incidental late finishing of the interactive window, Haya Water will inform the vendor of this occasion and expected finishing time, at least four hours before the end of the interactive period, so adequate measures can be taken by the vendor.

2.3.3 Maintenance Window:

Period	Hours	Remarks
Working Day	1700 hrs to 0700 hrs (next day)	Non-interactive period
<u>Non-Working Day</u>		
Thursday	1200 hrs to 1600 hrs	Only to carry out maintenance and housekeeping activities
Friday	0900 hrs to 1700 hrs	

2.3.4 Support Services

Process/Activity	Description	Requirements/Conditions
Incident management	Perform incident analyses, diagnoses and incident solving, proactive detection of incidents, initiate escalations/crisis management procedures in case of emergencies and document the resolution of incidents	Includes all APIs, Workflows, customised procedures, and reports Haya Water will permit changes to production environment only after approval by vendor
Problem management	Prevent the re-occurrence of incidents, define improvements through the change management process.	
Test and Acceptance	Ensure that manageability and operational criteria are met before taking changes into production	
Change execution	Approve configuration changes related to the installation of new software (upgrades) or fixes/workarounds.	
Software Control and Distribution	Manage the approved distribution, installation and activation of new software releases, versions, patches/fixes, etc.	Haya Water will permit changes to production environment only after approval by vendor

Process/Activity	Description	Requirements/Conditions
Test environment	Maintain a test instance that is a replica of production environment at any given point in time, except when testing is being carried out.	

The service provider should provide a web based portal for raising service requests, problem reports.

Once tickets are raised, the service request system should be capable of automatic escalation.

If the service provider has an alternative system to handle service requests, such alternative should be specified in the proposal.

The service provider has to appoint a primary focal point and a backup focal point. Haya Water IT staff will liaise with the focal points for any support related communications.

If a reliable solution is not found and implemented within the resolution time as specified in the business impact matrix below Haya Water retains the right to engage any other independent consultant to solve the problem without reference to the service provider and the costs of the independent consultant will be recovered from the service provider.

Within 30 working days of the kick-off meeting, the service provider will agree and document with Haya Water, the details of the reports, the APIs, the workflows and the procedures that are covered under support.

2.3.5 Business Impact Matrix for Incidents

Impact	Priority Level	Reaction time (in hours) *	Resolution time (in hours) *	Escalation threshold (in hours)
1. Service not available 2. API not functioning as intended 3. Workflows not functioning as intended 4. Customised procedures (e.g. budget checks) not working as intended 5. Actuate Reports logical and technical reports	1	Within 15 minutes	4 hours	3 hours
Significant degradation of service	2	within 2 hours	8 hours (one day)	6 hours
Limited degradation of service (business process can continue).	3	within 8 hours	2 working days)	1 working day

Small service degradation (business process can continue, one user affected).	4	within 16 hours	5 working days	3 working days

For incidents that do not fall under the above heads, Haya Water will determine the priority.

Duration is calculated from the time the incident is registered at the vendor's customer service desk, taking the service windows in consideration.

2.3.6 Incident Progress Monitor Table

Priority code	Frequency of check by Haya Water	Frequency of reporting to the Customer
1	Once every 10 minutes	Once every 30 minutes
2	Once every hour	Once every 2 hours

2.3.7 Reports

The Service Provider will at a minimum submit the following reports

Report subjects	Description
System Availability	System Availability for the customer in the Interactive Window. Percentage calculation: $(\text{Total Minutes} - \text{Out Minutes}) / \text{Total Minutes}$
Process Statistics	Overview of key metrics of service management processes: <ul style="list-style-type: none"> • Incident Management • Problem Management • Change Execution
Daily Activity Report	Resulting from the daily operations processes, incident, problem, change and configuration management. Focus on exceptions.
Weekly Incident Management Report	Resulting from incident management process (resolution, escalations, incidents exceeding resolution time etc.)

Other reports will be agreed and documented within 30 working days of the contract kick-off meeting.

2.3.8 Meetings

Within 10 working days of the award of this contract, the service provider will attend a contract kick-off meeting. The kick-off meeting will at a minimum be attended by the service provider's service delivery manager and a member of the service team.

The service provider will meet with Haya Water representative on a quarterly basis to conduct Quarterly Service Review Meetings during which the Monthly Service Level Reports (SLR) of the last quarter will be reviewed. The objective of this task is to ensure that all parties concerned are fully aware of the status of the service and to

agree on the direction that should be taken for all issues and concerns regarding the service.

2.3.9 Documentation

Within 3 months of the kick-off meeting the service provider shall provide detailed documentation for the following:

- a. All Interfaces
- b. Customised Procedures
- c. Password reset procedures for Maximo database and Control Center

2.4 MANDAYS

The service provider should provide in the price proposal cost of 60 mandays. These mandays will be used for any purpose related to the application, its database, its architecture and hardware, the interfaces, reports, workflows and customised procedures.

Haya Water will give 10 working days notice of its intention to utilize any portion of the mandays. Minimum utilization at any one time will be in blocks of 5 mandays. Payment for mandays will be on actual utilized during the year.

3. CONTRACT PERIOD

The contract period will be one year commencing on the date of the contract initialisation kick-off meeting, which shall be held within 10 calendar days from the Letter of Award.