

1.0 SCOPE OF WORK

The scope of work is to provide resource personnel with the required qualification and experience having capabilities and skills as detailed.

4.0 QUALIFICATIONS

Category		Qualifications	No.
I	Technicians	Installation of all windows office use operating system. All known support software installation/configuration capabilities. Expert in MS Office Package. Manage to deal with all well known software/tools. (e.g. Adobe Acrobat (PDF), Network Monitoring Tool, Data Recovery Software, System Tuning Tools, Password Recovery Tool) Management of Local/Network printers.	4

The four numbers of Technicians will be comprised of two Omani Nationals. HAYA WATER shall interview/examine the candidates proposed for the support services. HAYA WATER has the right to remove any technician(s) assigned by the contractor, if not satisfied with his/ their services/ performance, without assigning any reasons.

5.0 PROPOSAL RESPONSE STRUCTURE

Contractors' proposals should be structured as per the headings outlined below

MANAGEMENT SUMMARY

This section contains a summary of the company, its relevant experience etc. The summary should contain:

- Company Profile
- Years of Experience
- Number of resources
- Biography of Seconded Personal/s proposed
- What relevant support can the vendor provide the Seconded Personal
- Number of Supported Sites

6.0 DURATION AND WORKING HOURS

This contract is for a period of 36 months and at the discretion of HAYA WATER may be extendable by notice 15 days in advance before the contract end date without any cost implication.

The Support personnel shall be available on-site from Saturday to Wednesday (7:00 a.m – 7:00 p.m) and on Thursday from (8:00 a.m – 4:00 p.m) with a 30 minutes lunch break.

Service desk personnel shall be available on cal from Saturday – Friday after working hours mentioned on the previous statement.

One month is generally assumed as a calendar month and for purpose of computation of costs per day 30 days will be considered.

7.0 SERVICE REQUIREMENTS

- 7.1 Help desk technicians serve internal employees of a company, assisting with a variety of functions related to computers, software, Internet, and email.
- 7.2 **Troubleshooting:** When employees experience technical difficulties, they call the help desk, where a help desk technician answers and diagnoses the problem. Technicians provide step-by-step solutions to the caller or use remote access to take control of the computer and remedy the problem.
- 7.3 **Installation:** Help-desk technicians visit office locations to deliver and set up new computer systems. They also install new programs, printers, and other peripherals.
- 7.4 **Repair:** When computer hardware needs repair, technicians pick up the computer or arrange for its transportation. If it cannot be fixed internally, the technician arranges for repair from an outside service and ensures that the hardware is delivered and the charges will be on Haya account.
- 7.5 **Tracking:** Technicians keep records of callers, the problem experienced, and the resolution. If a problem is not immediately fixed, the help desk technician follows up with additional instructions or information.
- 7.6 **Customer Service:** Whether dealing with internal employees or outside suppliers, help desk technicians are responsible for delivering friendly, prompt service. Often, their calls are monitored or recorded to ensure that customer service standards are being met.
- 7.7 All the support personnel are required to submit a weekly report with regard to their achieved/outstanding and shortfall in their activities on a weekly basis to the HAYA WATER's System Administrator.
- 7.8 All the support personnel are required to use HAYA WATER's internal helpdesk portal (E-SUPPORT) to view/attend users' tickets assigned to him/her by Service Desk Manager. He/she will be fully responsible to follow up the assigned tickets till the incidents resolved/closed.

- 7.9** All the support personnel are routinely expected to assess the quality and reliability of existing hardware, software, operating systems and network components/availabilities for end users equipment (e.g. PC, Printer, Photocopier), and make recommendations for upgrade or replacement where necessary and charges shall be on Haya account.
- 7.10** The resource personnel are fully responsible to coordinate with third party service providers (i.e. Omantel, Internal/External power provider/coordinator and H/W, S/W venders “H/W, S/W which are under warranty”) in case of any failures/damages/outages occurred.
- 7.11** Performance levels which attract penalty/incentives will be measured on the following attributes:
- Response time
 - Knowledge of level and understanding
 - Punctuality and attendance
 - Creativity
 - Transfer of knowledge
 - Assuming responsibility
 - Communication skills and general behavior
- 7.12** In case of alternates proposed for the resources already in place approval of HAYA WATER is to be obtained prior to rendering of the services by following procedures at the time of submission of tender and this shall be informed 15 days in advance.
- 7.13** HAYA WATER reserves the right to remove any individual(s) assigned by the contractor, if not satisfied with his/ their services/ performance, without assigning any reasons. In such cases the tenderer shall replace an equivalent Seconded Personal within 7 calendar days without any cost to HAYA WATER.
- 7.14** There will be no payments for the period during which the resource has not reported for work.
- 7.15** HAYA WATER may terminate the contract immediately without a notice period if any designated resources do not perform the services in a manner satisfactory to HAYA WATER or failure in the following areas (a) bad communication/behavior (categorized as unethical) towards either the HAYA WATER's top management or with the end users and the contractor has failed to replace him /her to the satisfaction of HAYA WATER within 7 calendar days from the date of HAYA WATER's request for the same.
- 7.16** Termination of this contract howsoever occasioned shall not give rise to any liability for HAYA WATER and the contractor; hereby irrevocably and unconditionally forfeit any rights to bring any claim or legal action against one another on the basis of a termination of the contract. This, however, shall not prejudice either HAYA WATER or the contractor rights to claims and/or compensation for rights and liabilities accruing up to the date of termination.
- 7.17** All information (whether oral or written, and in any which format whether electronic or otherwise) obtained by the contractor or the designated Seconded Personals during the period of this contract and arising out of the contract shall be considered confidential and must not be divulged (in any

which way or form) by the contractor or the designated Seconded Personals to any third party, either during the terms of the contract or thereafter, without the prior written consent of HAYA WATER. The contractor is obliged to ensure that the designated Seconded Personals are made fully aware of this requirement.

- 7.18** Unless required by law or for the proper implementation of this contract, either HAYA WATER or the contractor shall disclose to any third party any information of a confidential nature belonging to each other or to its customers.
- 7.19** All works carried out or produced by contractor staff under this contract shall belong solely to HAYA WATER. On the expiry of this contract or its termination for any reason, the contractor and designated Seconded Personals shall at the request of HAYA WATER and strictly in accordance with such request, destroy or return any and all originals and copies of materials, specifications and other written documents if any concerning the contract to HAYA WATER.
- 7.20** HAYA WATER shall review the performance of the support personnel every quarter and reserve to right to terminate the contract if the performance levels are not satisfactory to HAYA WATER.
- 7.21** All types of issues/bugs should be registered in the log book by the resource personnel attending the call and the log book should be submitted to the HAYA WATER's System Administrator every week for follow-up and feedback.
- 7.22** It will be the contractor's responsibility for all transport arrangement during the entire contract for their designated resource personnel to any office of HAYA WATER in connection with this work.
- 7.23** The support personnel assigned will be provided with the GSM so as to establish contact whenever required and all expenses towards this will be met by the contractor.
- 7.24** All the support personnel designated to HAYA WATER should be covered by insurance policy that covers the hazard at work and copy of the policy along the original for verification to be presented to HAYA WATER.