

TENDER NO. T/28/2011
MAXIMO CUSTOMIZED SUPPORT FOR ONE YEAR

Haya Water wishes to appoint a Service Provider to provide Support & Maintenance for its Maximo System Version 5.2. The objectives of seeking provision of support & maintenance are to ensure the followings:

1. Online transaction processing happens as defined in the target below
2. Optimum operational performance is ensured
3. Availability is ensured in case of application, hardware, database failure
 - i. The Consultant must liaise with the current consultant in order to take-over all necessary handover for the execution of the services.
 - ii. At the expiry of this contract, Consultant must handover all necessary documentations and information to the future consultant who may be awarded the contract in the future
 - iii. Consultant to follow the following Program

Activity	Duration
Taking over all necessary handover	24/7/2011 to 8/8/2011
Contract Operation period including handover at the expiry of this contract	9/8/2011 to 8/8/2012

1.1 The Consultant shall adhere to the following table:

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.	Ensure execution by Haya Water staff of backup of business and system data, including off-site storage. Perform backup/restore drill in a controlled environment once a quarter. Perform backup/restore drill in a live environment once a quarter	

Process/Activity	Description	Requirements/ Conditions
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 to Maximo to ensure 99% availability</p>	Haya Water is responsible to follow recommendations for hardware in order to enable consultant to meet required targets. If insufficient hardware is provided, consultant will not be held responsible for not meeting performance and availability targets.