

# **TENDER No. T/026/2010**

## **IT Infrastructure Management Contract**

The tender document may be purchased by local Companies who have **registered with Tender Board and International Companies**, who have sufficient experience in the works mentioned above, from the Contracting Section, Finance Department, Haya Water.

Office location:	OOSC Building, 2 <sup>nd</sup> Floor, Madinat Sultan Qaboos
Office hours:	7.00 am to 12.30pm and 1.00 pm to 3.30 pm, Saturday to Wednesday
Period of sale of Tender Document	07.08.2010 to 18.08.2010
Tender Fee:	RO: 30.000 (Rials Omani Thirty only) Non-refundable
Payment method:	Cash or Demand Draft or Wire Transfer in favor of Haya Water (DD/Wire Transfer shall be inclusive of banker's commission by the paying bank)
Bid validity:	90 days from date of submission
Bid Bond:	1% of bid value, in favour of Haya Water valid for 90 days from date of submission
<b>Last date for submission of Tender Bids:</b>	<b>1200 Hrs on 24.08.2010</b>

Sealed Tenders along with all required documents shall be placed in Haya Water tender box with the tender title written on the cover and without any identity of the Tenderer.

For more details refer to Tender Page of our website [www.haya.com.om](http://www.haya.com.om). or Email to: [tender@haya.com.om](mailto:tender@haya.com.om)

# SYNOPSIS OF SCOPE OF WORK

## BACKGROUND

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 IT infrastructure applications.

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
1. Critical Infrastructure Application	Interactive Service Window	99%, reported per month	<b>2 hours for priority 1 8 hours for priority 2</b>
2. No critical infrastructure Application		95% reported per month	<b>10 hours for priority 3</b>

Service non-availability due to the following incidents will not be taken into consideration for assessing vendor performance or availability metrics:

1. Power outages after UPS failure in the datacenter
2. Power failure at sites (Main Power Line).
3. Leased line failure (Omantel)

While the above target is not mandatory, Service provider's performance assessment will be based on achieving the above target.

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

1. Operations Management & Customized Support

## 2.0 Scope of Work

### 2.1 Operations Management

The scope of work is to provide a comprehensive service management either **being provided remotely or on site**. The various data center applications as mentioned below:

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	

Process/Activity	Description	Requirements/Conditions
	daily and periodic operational tasks (e.g. job scheduling, system management tasks, maintenance jobs, error log)	
Perform backup/restore and storage management.	Ensure execution by Haya Water staff of backup of business and system data, including <u>off-site storage</u> . Perform backup/restore drill in a controlled environment once a quarter. Perform backup/restore drill in a live environment once a quarter	Moving backup tapes to off-site is Haya Staff responsibility (For discussion)
User administration (setup and maintaining account)	Adding, removing, or updating user account information, resetting passwords, etc.	Related to Active Directory Services.
Quickly arrange repair for hardware in occasion of hardware failure	Especially for non-clustered applications	
Monitor network communication	Continuous monitoring of live networks between all Haya sites through monitoring tools	Immediate alerting report shall be forwarded to Haya Operations in-charge in case of major failure
Implement the policies for the use of the computer system and network	This can be generated and controlled through Active Directory (Group Policy Objects)	Monthly report shall be generated
Setup security policies for users	Must have a strong grasp of computer security (e.g. firewalls and intrusion detection systems)	
Check all drives for adequate free space		
System performance tuning		
Ensuring that the network infrastructure is up and running		
Introducing and integrating new technologies into existing data center environments		Separate proposal should be discussed with Operations Staff or in-charge personnel
Plan and implement network security	Including building firewalls, applying cryptography to network applications, managing host security, file permissions, backup and disaster recovery plans, file system integrity, and adding and deleting users.	
Anticipate communication and networking problems and implement preventive measures		
Investigate, recommend and install enhancements and operating procedures that optimize network availability		
Document network problems and resolutions for future		

Process/Activity	Description	Requirements/ Conditions
reference		
Understanding of IP Telephony and Voice Over IP solutions with respect to network design characteristics and related configuration of hardware and end-user devices		Later on All Haya sites will be connected through VOIP service
Maintain SAN ( HP EVA 4000)		
Maintain Sophos Antivirus system		

## 2.2 Customised Support

The support services have to be provided during the interactive service window.

### 2.2.1 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:

### 2.2.2 Interactive Service Window:

Period	General Hours of operation	Remarks
Working Day	0700 hrs to 1700 hrs	Interactive period
Non-working Day 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.

### 2.2.3 Maintenance Window:

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

## 2.2.4 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 customized 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
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 and the procedures that are covered under support.

## 2.2.5 Business Impact Matrix for Incidents

Impact	Priority Level	Reaction time (in hours)	Resolution time (in hours)	Escalation threshold (in hours)
1. Mail is not functioning 2. Network between the main sites is	1	within 15 minutes	2 hours	3 hours

down 3. EVA 4000 (SAN Storage) 4. Hardware failure for critical applications. 5. E-Trust (Secure Content Manager)				
1. Backup failure. 2. Shard folder is not accessible 3. DMZ Applications 4. Tape Library 5. E-Fax (GFI Product)	2	within 2 hours	<b>8 hours</b>	<b>1 working day</b>
1. ISA 2. Anti-Virus 3. Double Take (DRC Application) 4. Other	3	within 4 hours	<b>10 HOURS</b>	<b>2 working days</b>

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.

**Note:**

**Failure to comply with the time specified will attract liquidated damages as stated in Appendix – I to Form of Tender.**

### 2.2.6 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

### 2.2.7 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: (Total Minutes – Out Minutes)/Total Minutes
Process Statistics	Overview of key metrics of service management processes: <ul style="list-style-type: none"> <li>• Incident Management</li> <li>• Problem Management</li> <li>• Change Execution</li> </ul>
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.

**Note:**

**Failure to comply with the time specified will attract liquidated damages as stated in Appendix – I to Form of Tender.**

### 2.2.8 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.

### 2.2.9 Documentation

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

- a. All servers detail including password
- b. All switches and routers and network devices details.
- c. All Active Directory policies
- d. Network infrastructure diagram

### 3.0 Existing Applications

The following infrastructure applications are exist in our data center which requires to be managed and maintained.

Application	Number of Server	Storage	Condition
Domain Controller Servers 2003/2008	3	Local	Critical
Clustered Exchange Servers 2010	2	SAN	Critical
Front End Exchange Server	1	Local	Non- critical
SQL 2003 Servers	2	SAN	Critical
Print & File Servers	2	SAN & Local	Non- Critical
BrightStor Backup Server	1	Local	Critical
Tape Library	1	Local	Critical
EVA SAN 4000	1	-	Critical
E-Trust Sever " Secure Content Manager" Mail Filtering	1	Local	Critical
Sophos Antivirus	1	Local	Non- Critical
DMZ DNS Server	1	Local	Critical
ISA Server	2	Local	Non- Critical
E-Fax GFI	1	Local	Critical
Double-Take Disaster Recovery Server	1	Local	Non-Critical

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 2 working days for critical applications and maximum 7 days for non-critical applications.

#### **4.0 SUPPORT STAFF**

The vendor must submit the CVs of the Service Delivery Manager and the members of the team (on-site and off-site) that will provide the services.

Vendor maintaining this service or contract must work closely with our existing service desk personnel as data center operation is directly linked with end user applications support.

One personnel will be deployed on-site ((Service Delivery Manager)) and expert services will be rendered as a combination of on-site and off-site.

#### **5.0 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.