Contract for Managed Service Support

Date:	25/11/1445 AH
Corresponding:	02/06/2024 AD
Ref. Number:	T – IT – 006

Main Information:

Project Name:	Contract for Managed Service Support
Location:	Khobar– Riyadh
Letter Title:	Al-Dawaa Pharmacies is seeking managed service support in 1 year contract basis for the Internal applications
Reference Number:	T – IT – 006

Schedule of Submission:

Date of Invitation:	02-06-2024
Date of Submission of Queries:	02-06-2024
Date of Submission of Offers & qualification Documents:	25-08-2024

Agreement Objective:

Al-Dawaa Pharmacies is seeking managed service support in 1 year contract basis for the Internal applications which consist of solutions including the following

– Mobiles Apps of Al-Dawaa Commerce Platform.

– E-Commerce UI Design.

– Diabetic and beauty Clinics.

– Soti Mobile Services

– Training Management System.

– Lastmile Integration Support.

– CURA Project with Unified Payment Platform.

– Drugs Interactions Management System.

– Merchex Dashboard

– 3PL Platform

Agreement Period:

One Calendar Year For 1 Year

Statement of Work:

Deliverable	Description
Support Plan	Support plan to be proposed by vendor
Support Duration	1 year support
Support Area	– Incidents – Service Request – Change Request – Problem Management

Application Support:

Steady State Support Duration	KSA Business Hours for dedicated resources – 9 Hours – 8:00 AM to 05:00 PM (Saudi time), (Sunday-Thursday) On call support for (critical) incidents & requests
Support Location	AL DAWAA Office – Onsite and Vendor Premises – Offshore
Project validity	1 year

	All resources based on onsite & dedicated
Required Resources	- AL DAWAA has the right to request extra resource to be dedicated onsite for a specific - period at any time based on requirement with one week notice period. - All resources must be aware of the SLA and the ITIL practices. For any request AL DAWAA may call for a short meeting with the resource to explain the requirements and for testing, consultants should be available within office timings for any clarifications over MS teams.

Support Scope	Details
Applications Support Activites	Fix all issues, errors, and bugs within the agreed timeframe. – Implement new patches and upgrades to latest version if required (Including all related activities). – Gather, identify, and document new business requirements. – Implement the new business requirements and process if required within the mentioned SAP modules in scope, this includes configuration, customization, development, and integration. – Implement and develop all business new change requests. – Customize the existing systems if required within the implemented modules. – Support the existing integration and integrate it with other systems if required. – Provide continuous improvement plans for each module every quarter. – For all new business changes, the vendor must: • Gather business requirement • Document the business requirement • Share the implementation plan • Design and document the solution • Provide the testing scripts • Deploy the solution in production
Ticket Types	Incident Management, Service Request, Problem Management & Change Request
Handover and Training	The contractor must handover the below: • An administration training of the system. • A functional and end-user training of the new processes or functionalities implemented. • Handover session, and documentation (Technical, functional) 1 month before the end of the contract.

Service Level Agreement (SLA):

• SLA sets out the terms and conditions under which the services specified in this document shall be provided.

• SLA aims to establish a basis and framework for providing high-quality services that meet the requirements and

needs of AL DAWAA.

• SLA is applicable for incidents and service requests only. The Contractor shall provide and present the Service Level Agreement in a clearly defined manner that prevents confusion or misinterpretation of controls and bases upon which the service shall be provided as well as the obligations of SLA parties towards each other.

• SLA shall also specify the time periods for responding and processing requested services as well as the technical and functional escalation mechanism, service availability, and importance levels, along with indicating how to measure service performance levels. SLA shall include at least the following:

Service Availability:

The timing at which the service shall be made available. The productivity period shall include at least the provision of service throughout the year.

Importance Levels:

Requests shall be categorized into several levels of importance, given the type of service recipient (job position), the overall impact of service on business (Impact) and urgency (critical times when service shall not be interrupted as test times or payment times).
Importance classification shall be like the following:

1. Critical.
2. High.

3. Low.

Response and Processing Period:

Response Period: (The period starting from receiving the recipient's request which is duly submitted until initiating any action on the service by the team). The Contractor shall determine the response period of the first support team for service requests at different levels. The shorter the period is, the more likely is Contractor's efficiency and ability to provide better service.

Processing Period: (The period starting from initiating action on a service request, including escalating the same to a higher level until the completion of the due provision of service to the recipient). The Contractor shall specify such period at all levels. The shorter the period is, the more likely is Contractor's efficiency and ability to provide satisfactory service and the more likely is the chance to accept its bid. Response and processing period by which the Contractor shall abide shall be specified by filling a table like the below table:

Importance Level	Response Period	Resolution Period
Critical	Contractor specify a period of no more than 15 minutes	**A period of no more than 1 hour shall be specified**
High	A period of no more than 1 working hour shall be specified	**A period of no more than 4 working hours shall be specified**
Medium	Medium 60 Minutes from the time of ticket received	**A period of no more than 6 working hours shall be specified**
Low	A period of no more than 1 working hour shall be specified	**A period of no more than 8 working hours shall be specified**

Escalation Management:

To ensure interest in processing the recipient's request, the request or issue shall be technically or functionally escalated to a higher processing level to be determined by the Bidder in accordance with request priority.

Technical Escalation:

Processes requiring higher technical capabilities shall be escalated by the support officer at a certain level to a higher level according to the escalation matrix.

The Bidder shall specify the escalation destination in the escalation matrix (such as Bidder's engineer or expert) until the issue is processed, noting that the processing period at the higher level to which the issue is escalated is within the processing period of the escalating level as per the originally specified processing period, not a new period.

Functional (Administrative) Escalation:

When the service is delayed, at different levels of support, beyond specified response or processing period, or when the response level or solution provided by the technical support team is inconsistent with the established policies and regulations, the issue shall be escalated to a higher level according to the Functional Escalation Matrix.
The Contractor shall specify the entity/officer to which/whom the issue shall be escalated.

Levels	Escalation
	Escalation Destination
Level 1	…………
Level 2	…………
Level 3	…………

Service Performance Level Assessment:

To ensure that the service is provided satisfactorily, the Contractor shall be assessed by AL DAWAA through the Service Performance Indicators Table below. The assessment shall be based on determining the contractor's entitlement to payments:

Service Performance Indicator	Performance achieved	Score out of 100
Incident / Service Request responded to as per SLA	More than 90%	10
	81% to 90%	8
	70% to 80%	6
	Less than 70%	4
Incident / Service Request resolved as per SLA	More than 90%	30
	81% to 90%	24
	70% to 80%	18
	Less than 70%	12
Percentage of Incidents / Service Requests Resolved	100%	15
	90% to 99%	13
	80% to 89%	11
	70% to 79%	9
	Less than 70%	6
Submission of Service Level Reporting (List in Section 6.4.7)	100%	10
	90% to 99%	9
	80% to 89%	8
	70% to 79%	6
	Less than 70%	4
Issues Re-opened	Less than 5 %	10
	6% to 10%	8
	More than 10%	6
Change Requests delivered	100%	25

Change Requests delivered			100%		25
			90% to 99%		23
			80% to 89%		20

Performance percentage	96-100	91-95	86-90	81-85	76-80	< 76%
Due percentage of payments	%100	%90	%80	%70	%60	%50

Determining the percentage of due payments based on the results performance rate and its score for specified segments. If the Contractor receives a performance percentage of less than 90%, a Low-level Service Record shall be executed indicating the reasons for such a decline in service below the acceptable percentage.

The service level agreement between AL DAWAA and Contractor shall be reviewed if deemed fit by AL DAWAA, and additions or deletions may be made thereto.
The performance score will be determined on a monthly basis at the monthly performance review meeting with the designated team lead. In addition, the performance review will be aggregated on a quarterly basis in order to be reflected on the payment.

Obligation from the Contractor:

A Contractor must provide the root cause analysis after solving the
incident & problem management, the

ticket should not be closed without root cause mentioned and necessary documentation attached.

• Meet all response and agreed times associated with the respective services and related incidents, problems, and changes.

• All services performance indicators will be based on AL DAWAA IT Service Management system.

• Generate and provide AL DAWAA all required reports on service levels, incidents, problems, changes, releases, and configuration management.

• Notify AL DAWAA of any expected "Downtime", excluding any Downtime which occurs or is about to occur during the Maintenance Window.

• Notify AL DAWAA of any expected failure or performance issue of the current ERP infrastructure.

• Notify AL DAWAA of any new release or upgrade 60 days in advance.

• Have a daily back-up at the end of each day of all ERP data.

• Upgrade the ERP to the latest version without affecting business continuity nor require additional testing or training.

• In case of upgrade impact on business continuity, contractor must notify AL DAWAA 60 days in advance with such an upgrade along with the implementation plan to be approved by ALDAWAA

• Notify AL DAWAA of resources vacation plan 30 days in advance and have a proper replacement during the vacation period. Considering the period of the handover to be a 1 week where both resources must work in parallel, the handover to the new resource must be signed off by the new resource and the sign-off document will be shared with AL DAWAA.

Service Level Reporting:

Report Name	Interval	Recipient
Application Availability Report	Monthly	AL DAWAA IT Department
Contractor Response Time Report	Monthly	AL DAWAA IT Department
Application Incident Report (detailed reports of incidents and progress update)	Daily/Weekly/Monthly	AL DAWAA IT Department
Server, CPU, Storage, Network Traffic, and Memory Utilization Report	Monthly	AL DAWAA IT Department
Security Alerts Report and Intrusion Reports	Monthly	AL DAWAA IT Department
Business changes progress report	Weekly/Monthly	AL DAWAA IT Department
Application Operation activity report (Changes and business requests progress)	Daily	AL DAWAA IT Department

Documentation:

The following documents should be developed and delivered before, during, or after the project depending on the document's nature:

Document Name	Purpose	Time
Business Requirement Document.	Detail BRD as per AL DAWAA requirements	After Requirement Gathering session for all change requests during the contract

Non-Functional Requirement Document.	Detail Non-Functional Requirement as per AL DAWAA requirements	After Requirement Gathering session
Solution Design Document.	Describe the solution Architecture	After Requirement Gathering session, and for all change requests during the contract
UAT Scenario Document	Identify all business scenario	For all change requests during the contract
Deployment Document.	Detail all deployment steps	Before Deployment to Production
Set-up, and Source Code Document	Document all source codes	After deployment for all change requests during the contract
End-user Manual.	Manual for Business end user in English and Arabic languages	Before Deployment to Production of all change requests during the contract
Administrator Manual.	Manual for IT Admin user	Before Deployment to Production of all change requests during the contract
API Documentation	Detail the integration approach	After Development
SLA and OLA	Technical Service and Operation level Agreement	In the contract
Incident Management Process	To be included in SLA and OLA	In the contract
Change Management Process	To be included in SLA and OLA	In the contract
Escalation Process	To be included in SLA and OLA	In the contract

1. Data Migration

NA

2. System Integration

Should support the existing integration and develop new integration if required

3. Training

Training to business users based on requirement or service request

4. UAT

Conduct UAT for all change requests

SAP Consultant qualification

The consultants should have the following:
• At least 5 full cycle implementations experience with Saudi localization.
• SAP integration for the relevant modules
• Al-Dawaa will appoint a project manager to be responsible for arranging all communications with relevant parties and assuming project management tasks. In return, the Contractor shall provide the Project Organization Structure
• Mobilization should be done within 2 weeks maximum from the date of award for onsite resources and a week for offshore resources.
• Arabic speakers are a must for All applications.

Certificates and documents required:

1- The company's commercial register.
2- VAT registration certificate.
3- A certificate from the General Organization for Social Insurance.
4- Certificate of affiliation with the Chamber of Commerce.
5- Company Profile.

Work Description:

If you wish to participate and for any further inquiries, please contact the email attached below:
tenders-it@al-dawaa.com.sa

Please keep in mind that your inquiries and any required data will be received until,
25-08-2024. the deadline for receiving the technical and financial offer from you will be on, 25-08-2024 at 5:00 pm.

Basis for bidding:

1- The financial offer must be submitted in a separate, closed and sealed envelope, and include a detailed price offer.

2- The technical offer in a separate, closed and sealed envelope, which includes all the certificates and documents mentioned above.

3- Delivery of offers shall be by hand delivery or any approved delivery company to the following address: (Khobar – Al-Dawaa Company for Medical Services – the company's offices in Eastern Cement Tower).

Note:

Any offers submitted after this date and time will not be considered.

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Best of Luck
Information Technology Management

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