PENGURUSAN AIR SELANGOR SDN. BHD. *(201401006213)*

SCOPE OF WORK:

ANNUAL MAINTENANCE SUPPORT (AMS) FOR TAMS ERP, WAMS, SERVICE PROCUREMENT (SP) AND FINANCIAL ANALYTIC (FA) FOR A PERIOD OF TWO (2) YEARS (2025-2027)

Version 1.0

1. INTRODUCTION

TAMS has been deployed on 4th June 2018 (Phase 1) and 4th March 2019 (Phase 2). The support and maintenance for both phases will be ended in March 2025. Therefore, ITD has acquired the Annual Maintenance Support (AMS) team to assist on any issues pertaining TAMS in April 2025 to March 2027.

2. PROJECT DEFINITION AND OBJECTIVES

Pengurusan Air Selangor Sdn. Bhd. (Air Selangor) has embarked Total Asset Management System (TAMS) on 26 January 2017. TAMS designed and built to fulfil the requirement in accordance with the agreed Statement of Work (SOW). TAMS Phase 1 went live with Financial, Planning & Budgeting, Procurement and Projects Modules on 4 June 2018 followed by Phase 2 for Works and Asset Management on 4 March 2019 as per scheduled.

TAMS (ERP & WAMS), Service Procurement and Financial Analytic system still under the maintenance support contract and will be ended on 31 March 2025. This engagement is to ensure smooth operation, enhancements, and timely support of the system.

We have decided to explore alternative vendors and open tender with the objective to streamline with the new procurement procedure and policy.

3. SCOPE OF WORKS

The main Scope of Works (SOW) for this Annual Maintenance Support (AMS) as are the following table below :

No	Area	Scope
1	Oracle Module	To provide support for Oracle Enterprise Resource Planning (ERP), Enterprise Performance Management (EPM) cloud as follows: (i) Oracle Financial Cloud: • Account Payable (AP) • Account Receivable (AR) • General Ledger (GL) • Fixed Assets • Cash Management • Project Accounting • Treasury (ii) Oracle Procurement Cloud (iii) Oracle Inventory Cloud (iii) Enterprise Performance Management • Oracle Enterprise Planning and Budgeting Cloud Service (EPBCS) • Oracle Profitable and Cost Management (PCMCS) (iv) Work and Asset Cloud Service (WACS) (v) Oracle Fusion Analytics Cloud (vi) Service Procurement (vii) Financial Analytic

No	Area	Scope
2	Other Components	To provide support for (Not Limited To): (i) SOA Suite Service (SOACS) (ii) Oracle Analytics Cloud Service (OACS) (iii) Java Cloud Service (JCS) (iv) ODI CS (Oracle Data Integrator Cloud Service), Oracle ADW (Oracle Autonomous Data Warehouse) , Object storage, RPD. (v) Oracle Integration Cloud (OIC), Oracle Process Cloud Service (PCS), Oracle Visual Builder Cloud Service (VBCS) and Oracle Business Intelligence Publisher (BIP).
3	Customization	To provide support for customization and reports (Not Limited To): (i) 100+ Analytics Reports (ii) 100+ Analytics Interfaces (iii) 30+ ERP Reports (iv) Treasury Solution (v) 2 SP Reports (vi) 100+ SP Interfaces (vii) 15+ Custom pages
4	Services	To provide support based on three (3) level of service: (i) Level 1 (L1) – Helpdesk from the Client (ITSM – Service Desk) (ii) Level 2 (L2) – AMS Team (iii) Level (3) – Change Request For Level 2 and Level 3 the man-day coverage are as follows: (i) Dedicated resources for WACS / SP / FA (ii) Bundle of 250 man-days for all modules except WAMS, TAMS Analytic and Service Procurement (iv) There is a fixed (2.5 days per month) draw down from total bucket man-day for Management Oversight (Service Delivery Manager, Team lead)

No	Area	Scope
		(v) The Service Delivery Manager is responsible to ensure smooth delivery to the Client, to manage any escalations and to lead the Monthly Progress Meetings with the Client. She will also lead resources in the supporting the Incident Ticket, Service Request, Change Request, managing day to day support operations and weekly status meeting within AMS Team. (vi) Maintenance Change Requests which are <= 20 man-days effort can be used from the bucket man days. (vii) Man-days for patch/upgrade and regression test will be deducted from bucket man days based on actual. (viii) Reservation man-day bucket can be purchased as a top up at 50 man-days (Minimal Order Quantity)
5	Support Scope	To provide support for the following activities (Not Limited To): (i) Service Request (ii) Incident Management (iii) Problem Management (Root Cause Analysis for P1 and P2 Incidents) (iv) Upgrade/ Patching Activities (v) Change Request (Solution Design/ Enhancements) (vi) Monthly Service Level Reporting and Consumption Reporting
6	SLA Requirement	To provide support based on SLA below: i) Priority 1 (Critical) 4 Business hours – system not able to access and impact all users. ii) Priority 2 (High) 8 Business hours – system not available to access and impact certain group of users iii) Priority 3 (Medium) 2 Business days - Service is up and can be used but might have issues in performance or function

No	Area	Scope
		iv) Priority 4 (Low) 3 Business days – Issues do not impact on the operation and need Oracle Action.
7	Resources, Documentation, Technicality & Access	To assist IT support team in all stages with all relevant documentation, technicality, and access to the system.

4. DELIVERY TIMELINES

The Annual Maintenance Support (Ams) For Air Selangor Tams (ERP & WAMS), Service Procurement and Financial Analytic for Year 2025 - 2027 will be **twenty-four (24) months after the commencement date stated in the Letter of Award.**