

RENEWAL OF ANNUAL MAINTENANCE SUPPORT (AMS) FOR CUSTOMER INFORMATION SYSTEM (CRIS) 2025 – 2028

SCOPE OF WORK (SOW)

This document outlines the Scope of Work for the Annual Maintenance Support (AMS) for Air Selangor Customer Information System (CRIS). The purpose of this engagement is to ensure smooth operation, ongoing enhancements, and timely support of the billing system which set to expire on 30 April 2025.

AMS for CRIS shall cover the following -

1. Scope of Services: -

1. Incident Management.
2. Problem Management.
3. Service Request Management.
4. Batch Management.
5. Change Management.
6. Configuration Management.
7. Release Management (e.g. Version Upgrade).
8. Deployment Management (e.g. Bug Fixes/Change Request).

2. Supported/Covered Applications: -

No.	Application
1.	Oracle Utilities Customer Cloud Service (CCS)
2.	Oracle Field Service Cloud (OFSC)
3.	Oracle Integration Cloud (OIC). Oracle PaaS based extensions may include, but are not limited to the following (collectively, "Extensions"): <ol style="list-style-type: none">i. Oracle Analytics Cloud Service Dashboards and Reports.ii. Oracle Business Intelligence Cloud Service reports.iii. Oracle Integration Cloud Service integrations.iv. Oracle Java Cloud Service Java extensions.v. Mobile Cloud Service Application Program Interfaces.vi. Process Cloud Service processes.vii. Oracle SOA Cloud Service integration composites; orviii. Oracle Visual Builder Cloud Service Web Applications
4.	Oracle Utilities Analytics Visualization (OUAV)
5.	Oracle Utilities Customer Cloud Reporting Service (BI Publisher)
6.	Oracle REST Data Service (ORDS)
7.	Generalize Data Extraction (GDE) for Autonomous Data Warehouse (ADW)

No.	Application
8.	<p>Integrations/Interfaces Between CCS and OIC involves: -</p> <ul style="list-style-type: none"> i. OFSC ii. SalesForce iii. Fusion ERP iv. Mobile Apps & Online Portal v. Register e-Bill and Update Contact Information (https://update.airselangor.com/update/) vi. Whatsapp vii. JomPAY/FPX/RTN viii. iGFMAS/iSPEKS ix. Cloud Meter Reading System (CMRS) x. Smart Meter xi. XML/Bill Printing (e-Bill, Postal & IVR) xii. electronic Development Plan Approval System (eDPLAS) xiii. iMeter xiv. NetBase xv. Talkdesk

3. Support Environment: -

Application/Environment	Production	Test	Dev
Oracle Utilities Customer Cloud Service (CCS)	1 Instance (CCSPProd)	3 Instance (CCSTest, CCSTest01 and CCSTest02)	3 Instance (CCSDev, CCSDev01 and CCSDev02)
Oracle Field Service Cloud (OFSC)	1 Instance (OFSPProd)	1 Instance (OFSTest)	1 Instance (OFSDDev)
Oracle Integration Cloud (OIC)	1 Instance (OICProd)	1 Instance (OICTest)	1 Instance (OICDev)

4. Responsibilities

1. Receiving the following types of Incident/Problem/Requests via JIRA: -
 - i. Standard & Complex Functional Incidents/Problem.
 - ii. Standard & Complex Functional Request.
 - iii. Minor System Configuration & Modification.
2. To assess the severity of the Incident/Problem/Requests and work closely with end-users to identify and understand the gaps.
3. To provide the solution in terms of fixes or workarounds to end-users for acceptance.
4. To continue attending the existing open tickets in JIRA and able to support 1,345 Enhancement Code Modules in CCS.
5. Monitoring of Service Request (SR): -
 - i. Coordination with My Oracle Support (DevOps & PD) for critical SR Severity 3 and above with assistance of the CCS Customer Success Manager (CSM) and OFSC /OIC Customer Success Manager (CSM).
6. Billing Operation: -
 - i. Coordination with AIS Operation Team (OT) to monitor CCS Batch Scheduler (Hourly/Daily/Nightly/Monthly/Yearly), GDE Batch scheduler (Daily) and ADW Batch scheduler (Daily) Execution and Monitoring of GDE Batch scheduler (Daily).
 - ii. To attend immediately in the event any issues raise by OT.
 - iii. To resolve the issue in accordance with the level of severity (Please refer item 5).
7. Release Management: -
 - i. To perform full regression test upon receiving notification from Oracle (Non-production environment).
 - ii. To provide a comprehensive report on the regression test result and propose for deployment.
 - iii. To monitor the successful of the version upgrade deployment to production environment.

8. Reporting: -

- i. To review/optimize SQL script in the event any performance issue in generating reports.
- ii. To analyze and monitor the performance of report by using the Automatic Workload Repository (AWR).
- iii. To provide support for existing and new standard and customization SQL scripts.

5. **Service Level Agreement (SLA) for Incident/Request: -**

Level	Description	Response Time	Resolution Time
Critical (Severity 1)	<ul style="list-style-type: none">Production outages where problems are affecting end-users.Performance degrading which affects business operation such as Counter or Daily Batch Process, etc.	Immediate	8 hours
High (Severity 2)	<ul style="list-style-type: none">Application problems that are serious or that are blocking progress of the end users, but do not have direct negative production impact.	30 Minutes	1 day
Medium (Severity 3)	<ul style="list-style-type: none">Issues which have a direct impact on the use of the application requiring workarounds or preventing specific activities from being completed.	1 Hour	2 days
Low (Severity 4)	<ul style="list-style-type: none">Issues are those which are noted, but which do not have a direct impact or where a workaround is a trivial inconvenience.	3 Hours	5 days

6. **Support Hours**

24 X 7 Support with 2 shifts or more: -

Example for 2 shifts

- i. Day Shift: 8:30 AM – 8:30 PM.
- ii. Night Shift: 8:30 PM – 8:30 AM.

7. **Support Medium**

1. WhatsApp Messenger.
2. Microsoft Teams Messenger.
3. Microsoft Teams/Zoom Call.
4. WhatsApp Call/Phone Call.
5. JIRA.
6. My Oracle Support (MOS).

8. Maintenance Support Report Deliverables

1. Weekly Report.
2. Monthly Report.
3. Version Upgrade Regression Test Report.

9. Support Location

1. Air Selangor Headquarters – Coordination Meetings.
2. Online – Technical Support.

10. Support Duration

Three (3) Years (1 May 2025 – 30 April 2028).

No.	Application	Support Duration		
		Year 1 (1/5/2025 – 30/4/2026)	Year 2 1/5/2026 – 30/4/2027	Year 3 1/5/2027 – 30/4/2028
1.	Oracle Utilities Customer Cloud Service (CCS)	12 Months	12 Months	12 Months
2.	Oracle Field Service Cloud (OFSC)	3 Months (1/10/2025 – 31/12/2025)	-	-
3.	Oracle Integration Cloud (OIC). Oracle PaaS based extensions may include, but are not limited to the following (collectively, "Extensions"): i. Oracle Analytics Cloud Service Dashboards and Reports. ii. Oracle Business Intelligence Cloud Service reports. iii. Oracle Integration Cloud Service integrations. iv. Oracle Java Cloud Service Java extensions. v. Mobile Cloud Service Application Program Interfaces. vi. Process Cloud Service processes. vii. Oracle SOA Cloud Service integration composites; or viii. Oracle Visual Builder Cloud Service Web Applications	7 Months (1/10/2025 – 30/4/2026)	12 Months	12 Months
4.	Oracle Utilities Analytics Visualization (OUAV)	12 Months	12 Months	12 Months
5.	Oracle Utilities Customer Cloud Reporting Service (BI Publisher)	12 Months	12 Months	12 Months

No.	Application	Support Duration		
		Year 1 (1/5/2025 – 30/4/2026)	Year 2 (1/5/2026 – 30/4/2027)	Year 3 (1/5/2027 – 30/4/2028)
6.	Oracle REST Data Service (ORDS)	12 Months	12 Months	12 Months
7.	Generalize Data Extraction (GDE) for Autonomous Data Warehouse (ADW)	12 Months	12 Months	12 Months
8.	Integrations/Interfaces Between CCS and OIC involves: - i. OFSC ii. Salesforce iii. Fusion ERP iv. Mobile Apps & Online Portal v. Register e-Bill and Update Contact Information (https://update.airselangor.com/update/) vi. Whatsapp vii. JomPAY/FPX/RTN viii. iGFMAS/iSPEKS ix. Cloud Meter Reading System (CMRS) x. Smart Meter xi. XML/Bill Printing (e-Bill, Postal & IVR) xii. electronic Development Plan Approval System (eDPLAS) xiii. iMeter xiv. NetBase xv. Talkdesk	12 Months	12 Months	12 Months

11. Support Team

Vendor to propose support org structure for the maintenance support: -

- Total number of resources.
- Minimum one (1) on-site support preferably Malaysian (Please provide CV and related certificates).
- Online/Offshore Support (Please provide the CV and related certificates).

12. Past and Current Experience

Vendor to provide a list of projects related to CCS/C2M/CCB Maintenance Support (Please provide your customer official confirmation letter).

13. Commercial

1. Payment to be made quarterly upfront.
2. Payment terms = 60 days.
3. Payment breakdown (inclusive 8% SST): -
 - i. Quarter 1 (Month 1 - Month 3).
 - ii. Quarter 2 (Month 4 - Month 6).
 - iii. Quarter 3 (Month 7 - Month 9).
 - iv. Quarter 4 (Month 10 - Month 12).
 - v. Quarter 5 (Month 13 - Month 15).
 - vi. Quarter 6 (Month 16 - Month 18).
 - vii. Quarter 7 (Month 19 - Month 21).
 - viii. Quarter 8 (Month 22 - Month 24).
 - ix. Quarter 9 (Month 25 - Month 27).
 - x. Quarter 10 (Month 28 - Month 30).
 - xi. Quarter 11 (Month 31 - Month 33).
 - xii. Quarter 12 (Month 34 - Month 36).