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

SCOPE OF WORK:

ANNUAL MAINTENANCE SUPPORT (AMS) FOR TAMS-HUMAN CAPITAL MANAGEMENT SYSTEM (TAMS-HCM SYSTEM) FOR A PERIOD OF THREE (3) YEARS.
TENDER REFERENCE NUMBER: PN0000022101

Version 1.0

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1.   INTRODUCTION

Human Resource and Administration (HRAD) has requested to acquire Human Capital Management (HCM) maintenance support for HCM system. The purpose of this engagement is to ensure smooth operation, ongoing enhancements, and timely support of the billing system.

2.   PROJECT DEFINITION AND OBJECTIVES

HCM Project started on 6 January 2020 and have several implementations due to the huge modules in HCM. The first phase was live on 15 June 2020 for Self Service and Core HR Module and followed by the implementation of Phase 2 based on modules:

(a)   Learning, Talent and Performance Management Plan on 12 October 2020,

(b)   Time, and Labor (Web Clock) on 2 November 2020,

(c)   Time & Labor (Overtime Claim) on 9 November 2020 and

(d)   Payroll module, there are three (3) parallel runs starting from September 2020 to December 2021 to ensure the effectiveness and stabilization of the system before used in January 2021.

HCM system still under the maintenance support contract and will be ended on 31 October 2025. This engagement is to ensure smooth operation, enhancements, and timely support of the HCM system.

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

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3.   **SCOPE OF WORKS**

(a) The **functional, technical, and custom object scope** of works for HCM Annual Maintenance Support (AMS) are as the following table:

Table 1: Functional, Technical and Custom Objects

No	Area	Scope
1	Functional Modules	To provide support for HCM modules as follows: (i) Core HR, (ii) Oracle Time and Labor (OTL), (iii) Absence Management, (iv) Learning Management, (v) Talent & Performance, (vi) Compensation & Succession, (vii) Recruitment, and (viii) Financial – Expense.
2	Technical Scope	The technical scope will cover as follows: (i) SaaS Environment, (ii) PaaS Environment, (iii) Interface / integrations, (iv) Reports, and (v) Fast Formula.
3	Custom Object Scope	The number of custom objects that will be support are as follows: (i) All interfaces, (ii) All reports, and (iii) All Fast Formulas.
4	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 (iv) Priority 4 (Low) 3 Business days – Issues do not impact on the operation and need Oracle Action.

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(b) Support Coverage and Activities

There will be three (3) levels of supports:

(i) <u>Level 1: Air Selangor's Support Team</u>

Level 1 support team will handle and resolved the incidents reported by users. However, if cannot resolved the issues, Level 1 team will be required to log the ticket in ticketing tools and route to Consultant AMS team (Level 2 or Level 3).

(ii) <u>Level 2: HCM AMS Team (Vendor)</u>

Level 2 support will cover:

- User Enquiries/ Request,
- Incident Management,
- Problem Management (Root Cause Analysis for Critical Incidents),
- Upgrade/ Patch Testing Management,
- Oracle Service Request Management (Coordination and testing of resolution),
- The fixed team will be allocated for support coverage.
- Incident Request is a low risk configuration changes that is < 3 man days.
- Service Request/Change Request is a configuration changes that is >3 man days and < 20 man days
- Service Request/Change Request which takes > 20 man days shall be borne by Air Selangor based on the man day's rate.
- Service Level Reporting and Consumption Reporting, and
- Release Management for Incidents and Change Request.
- 24/7 support required for any urgent and critical issue.

(iii) <u>Level 3: HCM AMS Team (Vendor)</u>

Level 3 Support coverage (Time & Material) (to be propose by consultant) :

- Maintenance Change Request and

- Release Management for Maintenance Change Request and etc.

(c) Inspection & User Acceptance Procedure

(i) <u>General</u>

- The purpose of the testing and acceptance procedure to be conducted is to establish whether the Services being performed by the Vendor comply with all the requirements of the specification and for certification of service by the Air Selangor.

- The acceptance procedures of the Services are divided into: (i) System Integration test, (ii) User Acceptance Test, and (iii) Deployment to Production.

(ii) <u>Inspection</u>

Air Selangor or its authorized representative shall have the right to inspect the Services at any time during the Project execution by the Vendor and shall have the right to instruct the Vendor in terms of the results obtained by the Vendor from the performance of the Services to ascertain that the Services that are being carried out by following per under requirements.

(iii) <u>System Integration Test</u>

- System Integration Test (SIT) shall be performed by the Vendor prior to User Acceptance Test (UAT). Upon successful of the System Integration Test, the vendor shall notify the Air Selangor of the result and proceed issuing a written notification for User Acceptance Test.

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- Vendor needs to prepare system integration test script and shall provide all reasonable assistance to enable the test.

(iv) <u>User Acceptance Test</u>

- Vendor to conduct user acceptance test in order to ensure that the Services satisfy the Acceptance Criteria ("User Acceptance Test"). Air Selangor shall provide all reasonable assistance to enable Vendor to conduct the User Acceptance Test.

- Vendor shall include all the necessary preparation for the session such as acceptance test scripts and test data specified in relevant to the Acceptance Criteria for Air Selangor's approval and endorsement prior to each User Acceptance Test.

- All User Acceptance Test must be performed in the presence of Air Selangor's authorized representatives.

(v) <u>Deployment to Production</u>

The system shall continue to be tested until it reaches conformity to the Acceptance Criteria and the Specification under actual operating conditions or in Production environment. The parties shall continue to perform User Acceptance Test during Production period. During the Production period, the parties shall identify all Gaps and items that do not meet the specification and the Acceptance Criteria for resolution by the vendor.

(d) Training and Transfer of Technology/ Knowledge (TOTK)

(i) To transfer functional and technical knowledge to Air Selangor's Support team such as (but not limited to):

- Resolution of known error or incident,

- Configuration,

- Upgrade/ Patch testing activities,

- Release management, and

- Other related supports.

(ii) To provide comprehensive technical training and transfer program of technology and knowledge based on specified requirements to ensure continue success of solutions system implementation and self-sufficiency of Air Selangor support group.

(iii) Training material should be included as part of the training or transfer technology/ knowledge program.

(iv) Training documentation content and structure must be appropriately tailored to address the specific requirement (which include system administrator, superuser, end-user and technical support personnel).

(v) Air Selangor is entitling to request the Service Provider to conduct a refresher course for further training.

(e) Documentation

(i) Vendor should provide comprehensive documentation that related to maintenance and support. The document required as listed below but not limited to:

- System overview documents,
- System Architecture and Design documents,
- Application Configuration/ setup including the custom development,
- Updated functional and technical specification,
- List and details configuration for interfaces, reports, fast formulas, and others,
- Test plans, cases, and scripts,
- Administrator Manual/ Guide,
- User Manual/ Manual Kit,
- System Setup parameters/ maintenance,
- Integrations etc.

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(ii) Progress report shall be submitted in the form as requested by Air Selangor.

4. **DELIVERY TIMELINES**

The Annual Maintenance Support (Ams) For Human Capital Management (HCM) for a Period of Three (3) Year 2025 – 2028 will be **thirty-six (36) months after the commencement date stated in the Letter of Award.**