

RFQ Title ANNUAL MAINTENANCE SUPPORT (AMS) FOR HUMAN CAPITAL MANAGEMENT (HCM) YEAR 2024 - 2025

RFQ No. PN0000019686

## SCOPE OF WORK

(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: (a) All interfaces, (b) All reports, and (c) All Fast Formulas.

## **(b) Support Coverage and Activities**

There will be three (3) levels of supports:

### **(i) Level 1: Air Selangor's Support Team**

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) Level 2: HCM AMS Team (Vendor)

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.
- Service Request (Low risk configuration changes that is <= 3-man days),
- 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) Level 3: HCM AMS Team (Vendor)

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) General

- 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) Inspection

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) System Integration Test

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

(iv) User Acceptance Test

- 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) Deployment to Production

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.

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