**Document Management System (DMS) Solution**

**Contract of Adherence**

This Document Management System (DMS) Solution Contract of Adherence (Hereinafter referred to as the **“Contract of Adherence”**)is made and entered into by and between:

**Mobile Interim Company No.2 S.A.L.,** a company incorporated at the Beirut Trade Register under number /1000382/, and registered at the Lebanese Ministry of Finance under the number /291711/, electing domicile at Beirut Central Building, Bloc B, Fouad Chehab Avenue, Bachoura Region, Beirut, Lebanon.

(Hereinafter referred to as “**MIC2**”)

**AND**

**……………………………………………..**, a company incorporated at the ……………………… Trade Register under number /…………………………/, and registered at the Lebanese Ministry of Finance under the number /………………………../, electing domicile at………………………, …………… Floor, ………………. Road, ……………….. Region, Lebanon, represented in this Contract of Adherence by its ……………………………………...

(Hereinafter referred to as the “**Supplier**”)

Each of the two parties is hereinafter referred to as a ‘**’Party**”’ and collectively as the "**Parties**".

**Preamble:**

Whereas, MIC2 is operating the second mobile network for the account and for the benefit of the Republic of Lebanon, and is in need to purchase a Document Management System (DMS) Solution with its related software, licenses, installation, integration, implementation, configuration, data migration and current processes migration annexed hereto as Schedule (2), training, maintenance and support services (Hereinafter altogether referred to as the **“Solution and Services”**), in order to replace MIC2’s existing Laserfiche document management system while maintaining the business continuity at MIC2.

To this effect MIC2 has announced for a Request for Proposal to select the best supplier to supply and provide the Solution and Services, whereas at the outcome of the abovementioned Request for Proposal, Supplier (……………………….)was selected to supply and provide MIC2 by the Solution and Services, as detailed in specifications and prices within the submitted Proposal(s) by the Supplier to MIC2 as a response to the RFP upon which the Supplier was selected as the winner; and according to the terms and conditions of this Contract of Adherence including its Service Level Agreement annexed hereto as Schedule (1), and to the terms and conditions of the RFP General Document and its Appendices issued by MIC2 at the time of the RFP;

MIC2 and Supplier wish by the present Contract of Adherence to set out the terms and conditions upon which Supplier shall supply and provide the Solution and Services to MIC2;

NOW THEREFORE, in consideration of the above, it is hereby mutually agreed between the Parties as follows:

**1. The Entire Contract of Adherence**

The Preamble above, any Schedule annexed hereto and any Purchase Order(s) issued under this Contract of Adherence shall form an integral part of this Contract of Adherence.

**2. Scope of the Contract of Adherence**

Supplier undertakes to supply and provide MIC2 by the Solution and Services as detailed in specifications and prices within the submitted Proposal(s) by the Supplier to MIC2 as a response to the RFP upon which the Supplier was selected as the winner; and according to the terms and conditions of this Contract of Adherence including its Service Level Agreement annexed hereto as Schedule (1), and to the terms and conditions of the RFP General Document and its Appendices issued by MIC2 at the time of the RFP.

**3. Order of the Solution and Services**

**3.1.** MIC2 shall issue a written Purchase Order(s) to the Supplier to order the Solution and Services (Hereinafter referred to as the **“Purchase Order(s)”**).

**3.2.** The Purchase Order(s) shall be forwarded by MIC2 to Supplier through an email on the following email address: ……………………………

**4. Supply and Provision of the** **Solution and Services**

**4.1.** Supplier undertakes to supply and provide the Solution and Services as ordered by MIC2 in the relevant Purchase Order(s) issued under this Contract of Adherence.

The term “supply and provide” shall mean the timely supply of the solution and/or any ordered software and/or license and the satisfactory and timely provision of the related services being installation, integration, implementation, configuration, data migration and current processes migration annexed hereto as Schedule (2), training, maintenance and support.

The term **“Preliminary Acceptance Certificate (PAC)”** shall mean a preliminary certificate issued by MIC2 evidencing that the Solution and Services have been supplied and provided to MIC2 without being accepted yet by MIC2.

The term **“Final Acceptance Certificate (FAC)”** shall mean a certificate issued by MIC2 evidencing that the Solution and Services have been totally supplied and provided to and accepted by MIC2.

**4.2.** Supplier undertakes and warrants that the Solution and Services supplied and provided under this Contract of Adherence are:

* Conforming to all MIC2’s required specifications, prices and time frame as defined in the submitted Proposal(s) by the Supplier to MIC2 as a response to the RFP upon which the Supplier was selected as the winner and/or in each of the relevant Purchase Order(s) issued under this Contract of Adherence including its Service Level Agreement annexed hereto as Schedule (1,) and to the terms and conditions of the RFP General Document and its Appendices issued by MIC2 at the time of the RFP.
* Free of any defect whether apparent or hidden.

**4.3.** A penalty amounting to 0.5% of the total amount of each of the relevant Purchase Order(s) shall be applied on Supplier to the benefit of MIC2 for each five (5) calendar days of delay in the supply and provision of the Solution and Services.

Such penalty amount shall be cumulative and shall be automatically deducted by MIC2 from the amount due to Supplier without the need for any legal claim or action, however it shall not exceed in no event an amount of 10% of the relevant delayed Purchase Order(s), whereas in such case (exceeding 10 %) the provisions of Article (8.2) and Article (8.3) herein shall apply.

**5. Warranty, Liability, Indemnity and Infringement**

**5.1.** Supplier warrants at its own cost and liability that the Solution and Services are timely supplied and provided under this Contract of Adherence and conforming to the specifications and prices listed in the submitted Proposal(s) by the Supplier to MIC2 as a response to the RFP upon which the Supplier was selected as the winner and/or in the relevant Purchase Order(s) placed by MIC2, and timely executed under the terms and conditions of this Contract of Adherence including its Service Level Agreement annexed hereto as Schedule (1), and to the terms and conditions of the RFP General Document and its Appendices issued by MIC2 at the time of the RFP.

**5.2.** Supplier, its assigned personnel, and any of its employees involved directly or indirectly in the supply and provision of the Solution and Services shall be individually and jointly responsible for the terms and conditions of this Contract of Adherence.

**5.3.** Supplier is solely and fully responsible for its assigned personnel, their remuneration, allowances, compensations, work hazards and emergencies, and any other rights and obligations that might arise during or in the occasion of their relationship with MIC2. Supplier must carry an insurance policy covering all his staff working on site during and in the occasion of the supply and provision of the Solution and Services as well as damages caused by the Supplier’s work on site.

* 1. Supplier shall, at its sole expense, defend any suit based upon a claim or cause of action and satisfy any judgment that may be rendered against MIC2 resulting from the works done under this Contract of Adherence.
  2. Supplier will be held liable and shall indemnify MIC2:
* For any death or personal injury resulting from the acts, misconduct, negligence and/or omission of Supplier Authorized Personnel, employees or agents or contracting parties. Supplier undertakes to settle all damages to any party whatsoever resulting therefrom without any restriction.
* For any physical damage to the tangible property of MIC2 to the extent it is caused by the acts, misconduct, negligence and/or omission of Supplier Authorized Personnel.
* For any damage and/or loss of revenue or traffic caused to MIC2 or MIC2’s existing network, for which MIC2 may be liable to the Republic of Lebanon or to any third party, whether such damage and/or loss arises out of any omission, neglect or default of Supplier during or in connection with the supply and provision of the Solution and Services.
* Against any claim, demand, proceeding, damage, cost, charge or expense whatsoever in respect thereof or in relation thereto.
  1. Supplier shall defend MIC2 against any claim that the Solution and Services may infringe on a patent or copyright, granted or registered in the Lebanese Territories, provided that MIC2 promptly notifies Supplier of the said claim. Supplier shall have the sole control of the defense and all the related settlement negotiations, and MIC2 shall provide the Supplier by the information and needed assistance for the defense of such claims, all on the Supplier’s full expense and responsibility.

Supplier must indemnify and hold MIC2 harmless from any payment which by final judgments in such suits may be assessed against MIC2 on account of such infringement and shall pay resulting settlements, costs and damages finally awarded against MIC2 by a court of law.

1. **Fees and Prices, Invoicing, Payment****, Down Payment Guarantee, Performance Bond**

**6.1. Fees and Prices**

The fees and prices for the Solution and Services to be supplied and provided under this Contract of Adherence shall be determined by MIC2 in each of the relevant Purchase Order(s) issued under this Contract of Adherence and must comply with the fees and prices as listed in the submitted Proposal(s) by the Supplier to MIC2 as a response to the RFP upon which the Supplier was selected as the winner.

* + 1. Supplier undertakes to adhere to the fees and prices for the Solution and Services as listed in the submitted Proposal(s) by the Supplier to MIC2 as a response to the RFP upon which the Supplier was selected as the winner and/or in the relevant Purchase Order(s) placed by MIC2, all through the term of this Contract of Adherence, and must not amend for any reason whatsoever all through the term of this Contract of Adherence unless by reduction where possible.
    2. The fees and prices for the Solution and Services as defined in Clause (6.1.) herein above shall constitute all the financial entitlements of Supplier from MIC2 for the Solution and Services to be supplied and provided under this Contract of Adherence, and shall include all expenses that may be incurred by Supplier in this regards.
  1. **Invoicing** 
     1. **Invoicing for the Solution including the software, licenses, installation** **services, integration services, implementation services, configuration services, data migration and current processes migration** annexed hereto as Schedule (2) **services, training services**

The ordered Solution by MIC2 under this Contract including the software, licenses, installation services, integration services, implementation services, configuration services, data migration and current processes migration annexed hereto as Schedule (2) services, and training services must be invoiced under the following scheme:

* 40 % % of the amount of the issued Purchase Order(s) upon its notification to Supplier as per Clause (3.2) herein above,provided that Supplier submits a Down Payment Guarantee as per the terms of Clause (6.4) hereunder.
* 20 % of the amount of the issued Purchase Order(s) upon complete delivery.
* 20 % of the amount of the issued Purchase Order(s) upon the issuance of MIC2 to the Preliminary Acceptance Certificate (PAC).
* 20 % of the amount of the issued Purchase Order(s) upon the issuance of MIC2 to the Final Acceptance Certificate (FAC).
  + 1. **Invoicing for the Maintenance and Support Services**

The ordered Maintenance and Support Services by MIC2 under this Contract must be invoiced on an annual equal quarterly basis installments to be issued by the Supplier at the end of each quarter.

* 1. **Payment**

MIC2 shall settle any invoice issued under this Contract within sixty (60) days from the date of its receipt and acceptance by MIC2.

* 1. **The Down Payment Guarantee**

Upon the issuance of any Purchase Order(s) to the Supplier under this Contract of Adherence, the Supplier must submit a Down Payment Bank Guaranty in fresh currency to the order and for the benefit of MIC2, the said Down Payment Guaranty must represent 100 % (plus VAT in case applicable) of the amount of the down-payment under the relevant Purchase Order(s), and must be issued by an accredited Lebanese qualified Bank listed on the Lebanese Central Bank list of Banks, or by a foreign bank that have received a credit rating of at least a “prime” investment grade (BBB or above), to guarantee the down-payment made by MIC2 as per the relevant Purchase Order(s).

The said Down Payment Guarantee shall provide that the issuing bank guarantees (jointly and severally with the Supplier) the payment of the amount of the Down Payment Bank Guaranty to MIC2 upon MIC2’s first request, without any objection or reservation or delay.

The said Down Payment Guarantee shall remain valid until the full delivery of the Products ordered under the relevant Purchase Order(s).

The form and content of the said Down Payment Guarantee to be pre-approved by MIC2 prior to its issuance.

* 1. **The Performance Bond**

Within fifteen (15) days from issuing any Purchase Order(s) to the Supplier under this Contract of Adherence, the Supplier shall provide MIC2 with an “on first demand” irrevocable Performance Bond in an amount equals to 10 % of the amount of the relevant Purchase Order(s) it guarantees, to be issued by an accredited Lebanese qualified Bank listed on the Lebanese Central Bank list of Banks, or by a foreign bank that have received a credit rating of at least a “prime” investment grade (BBB or above).

The said Performance Bond shall provide that the issuing Performance Bond guarantees (jointly and severally with the Supplier) the payment of the amount of the Performance Bond to MIC2 upon MIC2’s first request, without any objection or reservation or delay.

The Guarantor shall guarantee the **timely, faithful and satisfactory supply and provision** of the Supplier to all of its obligations under this Contract of Adherence.

The Supplier shall bear all costs in relation to the issuance and provision of the said Performance Bond.

The said Performance Bond shall remain valid and effective from the date of issuance of the relevant Purchase Order(s) up to the date MIC2 issues the respective Final Acceptance Certificate (FAC).

The form and content of the said Performance Bond to be pre-approved by MIC2 prior to its issuance.

1. **Taxes, Duties and Levies**

Either party shall be liable for the taxes, duties, levies and other fiscal charges imposed on it by the Laws and regulations in Lebanon including the stamp duty.

In case the Supplier is a foreign company, it shall be liable for all applicable taxes and duties levied outside the Lebanese Territories in relation to this Contract of Adherence, as well as for the non-resident tax imposed by the Lebanese fiscal authorities on foreign companies doing business in Lebanon, therefore the amount corresponding to the Non-Resident Tax prescribed by the fiscal laws in Lebanon as well as the stamp duty will be deducted from the amount due to be paid by MIC2 to Supplier under this Contract of Adherence.

**8. Term and Termination**

**8.1.** This Contract of Adherence shall be effective as of the date of its signature herein below **(the “Effective Date”)** and shall remain valid for four (4) years thereafter.

**8.2.** This Contract of Adherence and/or any Purchase Order(s) issued under it shall be terminated without any liability whatsoever on MIC2 under the provisions of Article (33) of the Public Procurement Law Number 244/2021 dated 19/07/2021, having Article (40) of the said Law to apply herein as well.

The damages in such case and for any case of termination shall be determined to the favor of MIC2 under the terms of the last section of Article (33) of the said Public Procurement Law.

Supplier hereby announces and declares its total awareness of the terms and conditions of the said Articles.

**8.3.** If at the time of expiry or early termination of this Contract of Adherence, the Solution and Services ordered by MIC2 as per a given Purchase Order(s) have not been totally supplied and provided, then this Contract of Adherence shall be deemed extended until the full supply and provision of such Solution and Services, and MIC2 shall nonetheless retain its right to request Supplier to pay compensation for such delayed supply and provision if the delay is due to Supplier’s default.

**9. Relationship of the Parties**

**9.1.** The relationship of the Parties established by this Contract of Adherence shall be solely that of independent contractors. Nothing contained in this Contract of Adherence shall be construed to make one party the agent for the other or partner of the other for any purpose. Neither Party shall by virtue of this Contract of Adherence have the right or authority to act for, or to bind the other in any way, or to sign the name of the other, or to represent that the other is in any way responsible for its acts and omissions.

**9.2.** This Contract of Adherence shall not produce any legal or material obligations upon MIC2 towards third parties beyond the scope of MIC2’s relationship with Supplier. Any Party who has not signed this Contract of Adherence is not a party thereto.

**10. Non-exclusivity**

This Contract of Adherence is not exclusive towards any of its Parties, therefore either Party shall have the right to contract other third parties for same or similar services covered by this Contract of Adherence.

**11. Confidentiality**

**11.1.** Supplier shall keep in strict confidence and shall use all reasonable endeavors to bind all of its executives, employees, agents and personnel to keep in strict confidence all the information/documents/correspondence received, or which it obtains or to which it has access directly or indirectly from MIC2 in connection with this Contract of Adherence and shall not in any time disclose such information/documents/correspondence to any third party or make use of any such information/documents/correspondence for any purpose other than as required to execute the object of this Contract of Adherence.

Supplier is aware that MIC2 is entitled to disclose any information/documents/correspondence relating to this Contract of Adherence to the Republic of Lebanon represented by the Ministry of Telecommunications without obtaining Supplier’s approval.

**11.2.** The confidentiality provisions contained in this Article (11) shall survive the termination or expiration of this Contract of Adherence.

**12. Assignment**

Supplier shall not assign this Contract of Adherence, totally or partially, or any right or obligation hereunder without the prior written consent of MIC2.

However MIC2 shall have the right to assign, transfer or purport all of its rights and obligations under this Contract of Adherence to the Republic of Lebanon or any of its designees, having given Supplier prior written notice of such assignment but without having to obtain its consent prior to such assignment.

For the avoidance of doubt, Supplier irrevocably agrees to grant MIC2 the right to assign and/or transfer and further undertakes not to challenge or oppose any such transfer or assignment provided that the Assignee shall be responsible to Supplier for any of the obligations, liabilities, debts or charges of any kind relating to this Contract of Adherence and in existence as at the date of any such assignment.

**13. Applicable Law and Dispute Resolution**

**13.1** Both Parties agree that the Lebanese Laws and regulations shall apply to any litigation arising out of the application or interpretation of this Contract of Adherence.

**13.2** Disputes arising in connection with this Contract of Adherence shall be settled by the competent courts of Law in Beirut.

**14. Force Majeure**

**14.1** Neither Party is liable for delay or failure to perform any of its obligations under this Contract of Adherence insofar as the performance of such obligation is prevented by a force majeure event. Each Party shall notify the other Party of the occurrence of such a force majeure event and shall use all reasonable endeavors to continue to perform its obligations hereunder for the duration of such force majeure event.

In case force majeure event exceeded one (1) month period, whether continuously or intermittently, either Party has the right to immediately terminate this Contract of Adherence by means of written notice without bearing any liability whatsoever. In such case, MIC2 shall pay to Supplier the part of the terminated Purchase Order(s) which have been fully supply, provided and accepted by MIC2.

**14.2** For the purposes of this Contract of Adherence, a force majeure event means any event, which is unpredictable, beyond the reasonable control of the Party liable to affect performance and external to this Party, always as defined by the Lebanese Laws and Regulations.

**15. Waiver**

Waiver of any provision herein shall not be deemed a waiver of any other provision herein, nor shall waiver of a breach of any provision of this Contract of Adherence be construed as a continuing waiver of other breaches of the same or other provisions of this Contract of Adherence.

**16. Notices**

Both Parties have elected domicile at the addresses mentioned beside their respective names in the preamble. Any **written** notification made to these addresses shall be considered valid unless any Party has notified the other in writing of any change in said address.

**IN WITNESS WHEREOF,** the Parties have caused this Contract of Adherence to be executed in Beirut with effect as of ………………………………………………………. **(“Effective Date”)** by their respective authorized representatives in two originals copies each Party keeping one original.

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | | **For and on behalf of**  **Mobile Interim Company No. 2 S.A.L.**  **Salem Itani**  **Chairman General Manager**  **Nibal Matta Salameh**  **Chief Financial Officer** | **For and on behalf of**  **……………………………**  **…………………………….**  **……………………..** | |

**SCHEDULE (1)**

**SERVICE LEVEL AGREEMENT (SLA)**

|  |  |  |
| --- | --- | --- |
| Crucial Priority (Severity A) (Impact on MIC2’s Performance) | Immediate response by phone or email | Maximum 3 hours resolution time as of the response / 24 hours - 7 days a week |
| Average Priority (System Urgent or Severity B) | Response by phone or email within maximum 2 hours | Maximum 24 hours resolution time as of the response / 24 hours - 7 days a week |
| Not Critical (System is running with no threat) | Response by phone or email within maximum 24 hours | Maximum 5 working days for resolution as of the response including site visit upon MIC2’s request |

**SCHEDULE (2)**

DMS Current Processes

# MoT Letters IN

* All letters sent from MoT to MIC2 is being received by CE Office Department Team
* CE Office Department Team update the letter document by adding the needed metadata in the respective template as per the below:
  + MoT Reference Number(s) (Multiple Text fields)
  + Date of MOT Letter (Date)
  + Date of Receiving By MIC2 (Date)
  + Subject (Text Field)
  + Description (Text Area)
  + Main Owner (Drop Down List having all Departments)
  + Dispatch (Multiple Drop Down Lists, each one is having all Departments)
  + Categorized IN (Drop Down List)
  + Letter Status (Drop Down List)
  + Publish Letter (Yes/No)
  + Dispatch HR Users (Drop Down List)
  + Dispatch CE Office Users (Drop Down List)
  + Dispatch Procurement Users (Drop Down List)
  + Dispatch Finance Users (Drop Down List)
  + Dispatch Legal Users (Drop Down List)
  + Dispatch Commercial Users (Drop Down List)
  + Dispatch Corporate Users (Drop Down List)
  + Dispatch CC&R Users (Drop Down List)
  + Dispatch IT Users (Drop Down List)
  + Dispatch Operations Users (Drop Down List)
  + Dispatch Internal Audit Users (Drop Down List)
* CE Office Team can hide some areas inside any page in the letter document so that any user have access to it will not be able to view the hidden area.
* After updating the letter, CE Office Team grant the needed access for a specific group of users (mainly HOD and his/her assistant(s)) by dispatching the letter to the needed department(s) and publishing the letter accordingly.
* Each dispatched user can also dispatch the letter only to specific business owners within their own department.
* Secure Watermarks are added automatically to the letters once dispatched.
* Each dispatched user will receive an alert as an email notification to his email and a push notification to his mobile app.
* Department Assistants can link the letter to any other IN/OUT letters so that any user can view all the letters linked to each other from a single place.
* CE Office Department Team can update the access for any letter at any time.
* CE Office Team only can detach the Watermarks on the needed letter for business need.
* Procurement Manager can dispatch letters to his team members.
* Any update in the letter metadata should be sent to the dispatched users informing them about the change occurred by email/push notification.
* A separate process searches on hourly basis for any letter where the needed watermarks are not currently attached, then re-attach them accordingly and send a detailed report by email to the CE Office Department team.
* A separate process also should run one time per month to get all the pending letters by department and send a report by email to each Department Owner in order to do the needed updates.
* Admin should have the ability to generate Reports & Dashboards to have generic and/or detailed overview about the process.

# MoT Letters OUT

* Letters sent from MIC2 to MoT should have two phases, Draft and Approval.
* Letter can be a single document or it may have several documents with different types attached to it (previous letters, supporting documents, images, etc...).
* In the Draft Phase, the letter is initiated by specific group of users (Assistants, Business Owners, Procurement, etc...)
* Letter document should be a word document so that it can be circulated on the system between different specific users, and they can update it accordingly before sending it to the next user/group.
* The letter document is initiated by adding the needed metadata in the respective template as per the below:
  + Business Owner (Drop Down List)
  + Notes (Text Area)
  + Send To (Drop Down List)
    - Initiator
    - Business Owner
    - Procurement
    - Legal
    - Finance Controls
    - Specific Users (HODs, Legal Team Members, Finance Controls Team Members, etc…)
  + Reference Number (Text Field “Auto Created and Unique by year Ex: 24-0001, 24-0002, etc…”)
  + Subject (Text Field)
  + Status Of Letter (Drop Down List)
  + Categorized OUT (Drop Down List)
  + Site Number (Multiple Text Fields)
  + History (Multiple Text Areas, auto created on each step having the step details; Ex: action, datetime, user, notes, etc…)
* The letter can be circulated as needed between users, so it can be sent to any step in the “Send To” drop down list in order to update it accordingly before setting it as final, set its Type and send it to the Approval Phase.
* Legal Team Manager can assign letters to his team members.
* Financial Controls Manager can assign letters to his team members.
* In the Approval Phase, the letter should be converted to PDF or any other type where users should not be able to edit the letter itself nor its attachments.
* HODs, COO and CFO electronic paraph should be added automatically on the letter once approved by them.
* Approval Workflow should be dynamic and configurable as per the following examples:
  + Letter Type is equal to “With Financial Figures”: Procurement Manager (If the letter is initiated from Procurement Team) > Business Owner > BO HOD > COO > Finance Controls Manager > CFO > CE Office Team for printing and singing.
  + Letter Type is equal to Rent/Without Financial Figures: Business Owner > BO HOD > COO > CFO > CE Office Team for printing and singing.
* Each user in the Approval Phase can Approve/Reject the letter and put his comments on it.
* If the letter is rejected at any step, the Initiator and Business Owner should be notified by email/push notification having the needed details, and the letter should be routed again to the initiator in Draft Phase to recirculate it again with the required changes.
* CE Office Team should have the ability to change the letter date if needed.
* CE Office Team should view all letters that are being prepared in the Draft or Approval phases.
* Letter can be set “On-hold” at any step of the process.
* Letter can be cancelled at any step of the process.
* After Signing the letter by the CEO, CE Office Team should be able to update the letter metadata as per the below in order to dispatch the letter to the needed users/groups:
  + Date Sent To MoT (Date)
  + Date Received by MoT (Date)
  + Main Owner (Drop Down List having all Departments)
  + Dispatch (Multiple Drop Down Lists, each one is having all Departments)
  + Dispatch HR Users (Drop Down List)
  + Dispatch CE Office Users (Drop Down List)
  + Dispatch Procurement Users (Drop Down List)
  + Dispatch Finance Users (Drop Down List)
  + Dispatch Legal Users (Drop Down List)
  + Dispatch Commercial Users (Drop Down List)
  + Dispatch Corporate Users (Drop Down List)
  + Dispatch CC&R Users (Drop Down List)
  + Dispatch IT Users (Drop Down List)
  + Dispatch Operations Users (Drop Down List)
  + Dispatch Internal Audit Users (Drop Down List)
* Each dispatched user can also dispatch the letter only to specific business owners within their own department.
* Secure Watermarks are added automatically to the letters once dispatched.
* Each dispatched user will receive an alert as an email notification to his email and a push notification to his mobile app.
* Department Assistants can link the letter to any other IN/OUT letters so that any user can view all the letters linked to each other from a single place.
* CE Office Team can update the metadata for any letter at any time.
* CE Office Department Team can update the access for any letter at any time.
* CE Office Team only can detach the Watermarks on the needed letter for business need.
* Procurement Manager can dispatch letters to his team members.
* Any update in the letter metadata should be sent to the dispatched users informing them about the change occurred by email/push notification.
* A separate process searches on hourly basis for any letter where the needed watermarks are not currently attached, then re-attach them accordingly and send a detailed report by email to the CE Office Department team.
* A separate process should run one time per month to get all the pending letters by department and send a report by email to each Department Owner in order to do the needed updates.
* A separate process should be running on daily basis to send a summary to all Letters initiators having the needed details related to their letters. (Ex: Reference Number, Subject, Pending at, Pending Since, Business Owner, etc...)
* A separate process should be running on daily basis to send a summary to all Letters Business Owners having the needed details related to their letters. (Ex: Reference Number, Subject, Pending at, Pending Since, Business Owner, etc...)
* A separate process should be running on daily basis to send a reminder to all users that have Letters Pending at their level.
* Admin should have the ability to generate Reports about the letters having all the needed details such as:
  + Reference Number
  + Subject
  + Description
  + Pending time at each step
  + Department
  + Letter Type
  + Version history at each step
  + Etc..
* Admin should have the ability to generate Dashboards to have generic overview about the process. (Ex: count of letters by Department, Month or Initiators, Average of pending time by group of users, Running letters, Rejected letters, Cancelled letters, etc…)

# Suppliers Contracts

* Categories of supplier contracts should be dynamic and configurable, ex: Payables, Receivables, Rent, LG, etc... With ability to have multiple sub categories when needed.
* Each Category have specific metadata template with specific fields and customized access per field so that only specific users can view/edit some specific fields in the same template.
* Finance Department Team scans the contract into Laserfiche and fill its related template metadata as per the below example:

Payables Template:

* + First Party Name (Text Field)
  + Second Party Name (Drop Down List)
  + Third Party Name (Text Area)
  + TIN# (Text Field)
  + Agreement Type (Drop Down List)
  + Department (Drop Down List)
  + Description (Text Area)
  + PO# (Multiple Text Field)
  + Currency (Drop Down List)
  + Contract Amount (Text Field)
  + VAT Amount (Text Field)
  + Starting Date (Date)
  + Ending Date (Date)
  + Signature Date (Date)
  + Automatically Renewed (Drop Down List)
  + Budget Type (Drop Down List)
  + MIC2 Letter Reference Number (Multiple Text Field)
  + MoT Letter Reference Number (Multiple Text Field)
  + Payment Terms (Text Area)
  + Termination Terms (Text Area)
  + Fiscal Stamp Amount (Text Field)
  + Status (Drop Down List)
* An automated email notification should be sent on the contract creation to the needed users already configured by Finance Department team by adding the related Business Owner(s).
* Every two weeks, an automated reminder should be sent by email to the preconfigured Business Owner(s) of all contracts that will be expire within 4 months.
* A summarized report with all the needed details should be sent on monthly basis to the procurement team copying finance department team and having all contracts that will be expire within 4 months with the related details.
* A summarized report should be sent every two weeks to the finance department team having the contracts that already expired on the system.
* A summarized report having all the needed details for the active contracts only should be sent to the Operation Department Team on monthly basis.
* Admin should have the ability to generate Reports & Dashboards to have generic overview about the process.

# Customer Contract Approval Management

This process is to automate and monitor all steps in the customer contract approval cycle until it reaches the archive stage based on the following business flow:

1. Integrate with NGBSS to retrieve all customer contracts related to:
   * New Line Creation
   * Transfer of Ownership

Retrieved information should include:

* Customer information
* Customer ID Number
* Customer ID Type
* Transaction Date
* Customer Picture
* Customer Scanned ID

1. Approve customer contracts with automated review workflows based on channel:

* TL Review
* Quality Review
* Documentation Review

At all levels of approval, the review status should include:

* Approved
* Rejected with following reasons:
  + Unclear contract
  + Missing customer signature
  + Missing dealer stamp
  + Invalid customer ID type
  + Unclear ID (attached or uploaded)
  + One side ID (attached or uploaded)
  + Wrong or fake customer data records
  + Unclear customer photo uploaded
* Date of review per level

Workflow should be as follow:

* Service Center:
  + TL approval
  + Quality approval
  + Documentation approval
  + Scanning level
* Remote Service Center:
  + TL approval
  + Scanning level
  + Documentation approval
* POP:
  + TL approval
  + Quality approval
  + Documentation approval
  + Scanning level
* Provisioning:
  + TL approval
  + Documentation approval
  + Scanning level
* Certified Outlets:
  + TL approval
  + Documentation approval
  + Scanning level
* POS:
  + Documentation approval
* Remote Service Centers:
  + TL approval
  + Quality approval
  + Scanning level
  + Documentation approval

3. Automatically move approved customer contracts to scanning stage based on the workflow

4. Set up automatic reports for reviewed customer contracts with printing and extract options

5. Generate reports for contracts that are missing approval with printing and extract options

6. Track approval status between all stakeholders for audit review

The scanning and archiving process should be incorporated into the approval cycle.

As separate modules, we need to:

* Have a system that validates retrieved customer pictures and reports anomalies
* Scan physical contract barcodes, store them in a table based on date/time and generate a delivery report with printing and extract options

Admin should have the ability to generate Reports & Dashboards to have generic or detailed overview about the process.

# Scanning and Archiving Subscribers Contracts

* Corporate Management Department Team from different Remote Service Centers scans the subscriber’s contracts from different sources (Service Centers, POP, Certified Outlets, etc...) as batches into the system.
* A daily process should go through all scanned documents to split them into different contracts according to their barcodes identifiers.
* In order to route the contract to the desired location in the system, the process compares the scanned data with the billing system existing data, and route the contract according to its type and metadata to its desired location.
* If there was a non-verified data, the contract will be routed to another location in order to let the Documentation Team to check it accordingly and process it manually after editing the required metadata.
* The process adds some extra fields to the contract to let users search it by subscriber name, contract number, creation date, etc…
* A daily report should be sent to the Documentation team about the details of the process, Ex: number of scanned contracts, number of processed contracts, number of unverified contracts, etc…
* After Scanning and Processing the contract successfully, Documentation Team can now archive the contract accordingly by scanning its barcode using barcode reader.
* When the process detects the barcode reader action, it will search for the contract and check if its status (scanned, processed, already archived, etc...) and accordingly shows the required action to the user.
* Each Archiving file should have a unique reference number and it should be filled automatically until the user choose to close it and open a new one.
* The user should view the Archiving file stats (number of docs/pages) automatically each time he choose to add a contract into it.
* The user should view all the Archiving file contracts at any time.
* An automated email/push notification should be sent to the Documentation Team Manager, informing him about the closure of any Archiving file with the needed details (number of contracts, number of pages, contract type (prepaid/postpaid), user, etc…)
* Admin should have the ability to generate Reports & Dashboards to have generic or detailed overview about the process.