

REQUIREMENTS:

Renewal of MIC1's Scanning & Archiving support from April 01st, 2024 till March 31st, 2025 as per the below:

- Software subscription and Support for FileNet licenses from IBM: This covers the renewal of IBM Production Imaging Edition Authorized User Value Unit Licenses for the mentioned period (AUVU Qty 125)
- Remote Support
- Ensure support , troubleshooting and fine tuning for all customized DataCap Workflows and FileNet applications.
- Ensure support, troubleshooting and fine tuning of the integration scripts between FileNet and Alfa applications (Billing APIs, Online Activation...)
- Perform Password changes of all databases used by FileNet & DataCap solutions
- Perform file conversion from XML to DLL when needed
- Support in resolving compatibility issues upon Windows updates/ and deployment of security patches Software updates to solve bugs and security vulnerabilities
- Support in creating, modifying & integration of new workflows related to Business Prepaid & SIM Swap

Level of urgency & specification	Response time	Neutralization/Resolution time: Problem fix whether temporary and reply for queries (under Priority D)
Priority A Failure of S/W that causes service interruption	within 2 Business Hours	90% of SW incidents resolved within 24hrs after providing VPN Access (calculated every quarter)
Priority B Error or problem that has caused loss of some functionality and/or may lead to service interruption	Within 2 Business Hours	90% of SW incidents resolved within 24hrs after providing VPN Access (calculated every quarter)
Priority C Problem during live operation that is clearly due to faulty behavior; problem that shall have a long-term effect on production, although it shall not lead to immediate service failure	Less than 8 Business Hours	90% of the SW incidents resolved within 24hrs after providing VPN Access (calculated every quarter)
Priority D Technical Queries from the Customer not related to a System fault and not affecting the operation and functionality of the system	less than 8 business hours	Less than 3 Business Days after providing VPN access

Eligible bidders should be certified IBM resellers in Lebanon

Bidder's offer should be sent in a sealed envelope to the below address

Parallel Towers, Block A - 17th floor, near Freeway Center, Dekwaneh, Beirut

The sealed envelope should contain the following:

- Signed commercial offer encompassing solely prices and commercial terms and conditions.
- A CD/USB containing: complete offer **without pricing**.
- Bidder's company name should not be included on the sealed envelope.
- The RFQ subject should be written on the sealed envelope.

Bidders submitting for any RFQ launched by Alfa should declare any relative relations with any Alfa employee up to the 4th degree under Clause 30 of the PPL, for MIC1 to be able to assess the existing of any potential conflict of interests which may lead to deprive the bidder from participating to the tender under the risk of disqualification

Bidders shall submit their best and final price in USD (payment in LBP at market rate on payment date). No negotiations shall be made after offers submissions

Bidders shall abide by the legal requirements of the Republic of Lebanon concerning the Boycott of Israel in accordance with the law dated June 23rd, 1955