

		<b>RFQ Compliance Matrix</b>	Reference Number	SF-CF-25
			Owner	PRO
			Revision Code	5.0
			Implementation Date	July-24

Informatica Renewal 2026						
	Requirements (Description)	Killer	Compliant	Partially Compliant	Non-Compliant	Reference (Specify document & page nb)
1	<b>Informatica Support Contract</b>					
2	<b>Technical Components</b>					
3	All support services shall be performed by local certified Consultants having certifications for providing support services in Informatica system that have had a proven experience on the items covered under this support agreement- Please provide support team certifications and years of experience in providing support services on the Solution.					
4	Partnership level: The Bidder should provide documents proving that it is certified to support the listed items in Appendix A - 2026 and that it has acquired the highest expertise in implementation and support level .					
5	Reference List: the Bidder shall provide a reference list for similar extended support Services that have been performed by its team and are still being supported by the bidder					
6	Bidder shall provide during the extended support contract duration the Solution version road map with its related end of support matrix, as well as all updates, fixes, patches and upgrades which occur as a result of continuous improvement or enhancements					
7	MIC1 should have an access to the informatica Support portal where We can raise the tickets by open respective cases.					
8	The Bidder should present to MIC1 the man/day rates for both the Standard Business Working Hoursand the Extended Service Hours					
9	Bidder should conduct Preventive maintenance /healthcheck on Quarterly basis to check and test the operational state of the current release of the solution. A report signed by the Bidder, showing in detail all tests and inspections carried out during the maintenance visit shall be forwarded to MIC1 within a week from the date of such visit.					
10	The items covered under this extended support agreement, the services shall be provided for 24/7 where for priority one requests specified as critical response shall be immediate and Bidder team shall be present on site within 2 hours with commitment to repair within 6 hours.					
11	Bidder has to submit a copy of the back to back extended Support agreement with Informatica that enables its team to escalate immediately any issues he fails to remedy during the specified support period. The back to back agreement shall be valid for the solution installed at MIC1.					
12	Bidder shall provide the support for 1 year (12 months) based on 24/7 with 2 hours response time.					
13	The New Releases Upgrade, Update and compatibility resolving issues shall be at no extra cost and shall be deemed part of the services provided under this Contract					
14	MIC1 runs regular security scans on the Solution covered in Appendix A-2026 , Bidder shall assist MIC1 team to remedy and implement needed fixes					
15	Bidder shall send the CVs of his technical and functional consultants that are certified in Informatica.					
16	Extended Support contract shall cover all items listed in Appendix A - 2026					
17	Bidder shall specify reference (the document, the page number & the section) for each of the requirement items					
18	If during the course of problem resolution on supported Solution it is determined that the problem lies within another vendor's product or third party, Bidder shall assist MIC1 in forwarding the problem to that vendor					
19	Bidder shall provide extended support for the current release, including critical patches and security updates beyond standard support lifecycle.					
20	Bidder shall conduct extended preventive maintenance and health checks tailored for legacy release support.					
21	Extended support shall include compatibility fixes and updates for legacy systems at no extra cost.					
22	Bidder shall assist MIC1 in applying security patches and compliance fixes for the extended support release.					
23	Bidder shall guarantee uninterrupted extended support for the full duration of 12 months.					
24	Bidder shall commit to maintaining the same level of service quality, response time, and coverage throughout the extended support period. No downgrade in SLA or scope shall occur without prior written agreement.					
25	In case of unnotified or unjustified termination of extended support, MIC1 reserves the right to apply contractual penalties and seek alternative support at the bidder's expense.					
26	Bidder shall provide a clear escalation matrix and ensure back-to-back support agreements with Informatica remain valid and enforceable throughout the extended support period.					
27	Bidder shall participate in quarterly review meetings with MIC1 to assess support performance, identify risks, and confirm continued commitment to the extended support plan.					