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Providing IT Service Desk Support

Brief Scope of work

Companies who are specialized in Telecommunications and Information Technology, and Registered with Government Tender Board, and has a relevant experience to providing Two onsite Service Desk Support personnel with the relevant qualification and experience on-demand basis for the period of two years.

The Scope of Work shall constitute the following deliverables but not limited to :

- Provide two service desk support engineers for two years.
- Professional service desk engineers, to receive, analyze, support and close daily users' calls and process them according to Haya ITIL processes.
- Professional service desk engineers to participate in achieving IT department objectives within Haya Water.
- Professional service desk engineers to work closely with other IT Operations sections in order to timely close received calls, and minimize the number of escalated calls to the next support level.

Note: Due to the current circumstances of coronavirus if you wish to purchase the tender document you may transfer the tender fee to Haya Water Bank account which its details as below:

Account Number 0423 01092 130 0017
Account holder's name: Haya Water
Bank : Bank Muscat SAOG
Branch : Corporate Branch
Place : Ruwi
Country : Sultanate of Oman
SWIFT CODE : BMUSOMRXXXX

The Bidder must remit a net amount of the tender fee stated above and must also pay for the applicable bank charges. The Bidder must ensure that the net tender fee is credited in Haya Water account and all related bank charges are to be borne by the Bidder.

Please email us the proof of remittance along with purchase form which be obtained via email (**tender@haya.om**) so that we can update the supplier list for this tender, which allows you to access the Tender Document.