Description of the Offer:

Services on the support of our flagship product – ManageFields. Last year as a result of the mutually productive cooperation with SGG, we successfully transformed the mobile app to the cross-functional Xamarin platform, as well as developed new and enhanced existing processes. Therefore, the Commercial Offer outlines objectives, timelines and payment conditions for support services to be provided by

The scope of the offer includes the following jobs:

1. Support of the ManageFields system:

1.1. Elimination of bugs and errors,

1.2. Monitoring and support of the database operations (if necessary, periodic storage of the backup of the database and/or recovery of the backup copies),

1.3. Providing technical support to key users and product team members by answering questions and analyzing requirements,

1.4. Identifying and troubleshooting problems with ManageFields web and mobile applications,

1.5. Reviewing reports generated by ManageFields to ensure that they are generating accurate numbers,

1.6. Assisting with the integration of existing processes to new systems, applications, and processes,

1.7. Consultations with SGG IT teams on the operation of the system,

1.8. Posting notifications about the correct functioning of the system, which allows to send a message to the responsible person in case of the integrated system failure.

2. Support of the existing processes and modules of ManageFields in web and mobile applications (answering questions, consulting, minor changes and configurations):

2.1. Emergency call management

2.2. Inspection of network

2.3. Complex repair works

2.4. Simple repair works

2.5. Metrology works

2.6. Customer visits

2.7. Maintenance request by customers

2.8. Dispatching module

2.9. Transport management module Implementation period:

- 12 months (1 January, 2023 – 31 December, 2023)

Project cost & Payment conditions:

 - Companies are obliged to provide SOCAR Georgia Gas LLC (SGG) with necessary and intime services for the operation of ManageFields system (web and mobile applications. SLA respond times for services are as following:

- Emergency call process – 2 hours

- Other processes – 1 business day

- The list of works done will be tracked and reported to SOCAR Georgia Gas LLC (SGG) in the end of each month. SGG reserves the right to address any questions, configuration and regarding the points shown in the scope of work within 3,750 working hours per year.

 - Additional work might be subject to additional payments based on mutually agreed scope of work and relevant fees.

ManageFields is a field service management software that lets the company design efficient workflows and manage all aspects of mobile workforce. Configurable dashboards and holistic view support engineering and managerial decisions with relevant information and details of field works. Automated requests and work orders help the company reduce errors, keep everyone on the same page, and promote paperless operations.

Technical parameters of the system are as following:

* Server: Linux
* Backend: Java
* Database: Pro SQL
* Frontend: Angular
* Mobile: Xamarin