KOC eBeams support

KUWAIT OIL COMPANY (KOC)

Proposal for KOC e-Business module

Statement of Confidentiality
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Document Control

Table 1: Document Change History

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Table 2: Document Acceptance

Date	Title	Name	Signature

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1. Introduction

KOC has implemented Asset Management solution in 2011. This solution is based on IBM Maximo Asset Management product and code name of the implemented system is eBeams. System is used for managing Assets, Inventory and Procurement of items and services. KOC has a extensive network of Vendors and Contractors with whom KOC exchanges a lot of documentation on a daily basis. Need has been identified to streamline and improve day to day operations between KOC and different Vendors and Contractors. E-Business solution as a link between KOC and Vendors/Contractors should help achieve those targets. This document covers both technical details on proposed solution (architecture, technologies, etc.) and scope of work to be done during the implementation.

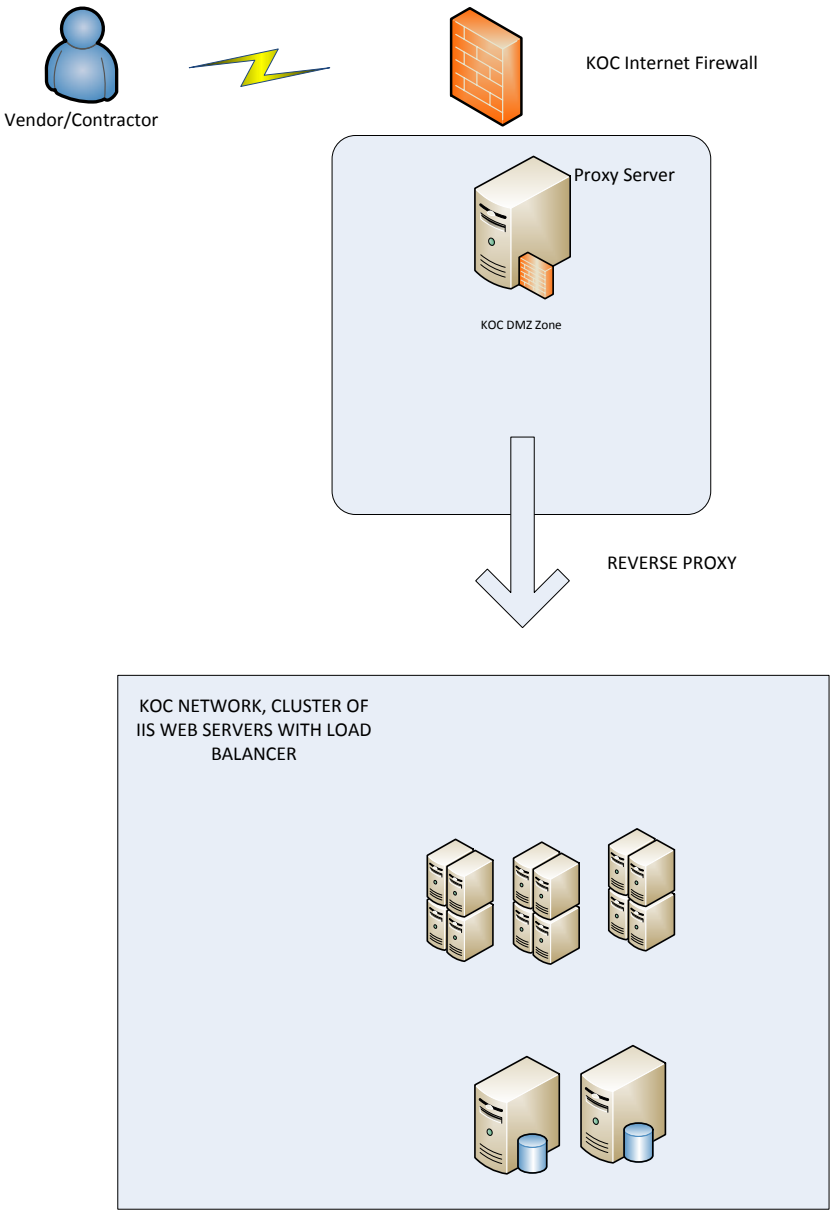
1.1. History of the project

E-Business solution implementation was an on-going activity during eBeams implementation project. During this time, two directions were covered: eBusiness module for business partners and e-SPIR module for spare parts management. On the end decision was made not to roll-out since implementation was not completed. This situation is taken into consideration in provided document and covers not only business requirements but also the current state of eBeams system where some of the features will be re-designed and some will be removed in case they are not needed by new proposed solution.

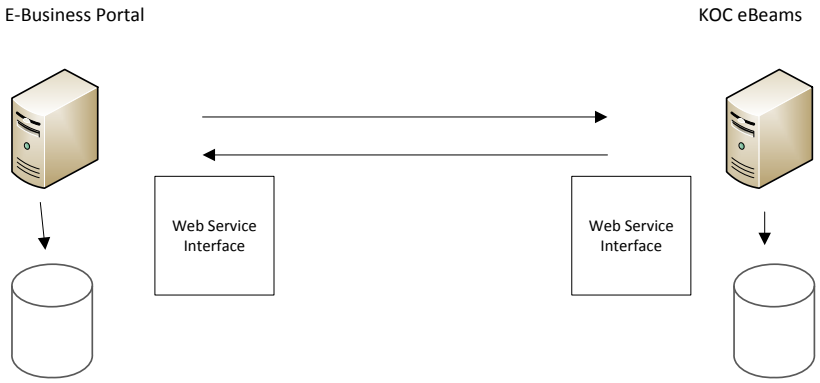
2. Technical Specifications

2.1. E-Business System Architecture

E-Business system will be deployed on internal KOC network. Access to E-Business will be provided through reverse proxy setup in KOC DMZ zone. E-Business will have number of web servers in a cluster with load balancing mechanism. Behind web servers will be a cluster of database servers. Servers should be deployed in both IT and DR site in a Active/Active setup to provide high-availability and fail-over.



2.2. E-Business / eBeams communication architecture



Communication will be done through the set of web service interfaces on both sides to ensure best practices are applied when it come integration between systems. Also, by using Web Services standard, we ensure that other systems can be integrated with E-Business portal as well.

2.3. Hardware Requirements

2.3.1. Estimated number of concurrent users

Number of concurrent users of e-Business portal will be estimated based on below statistics gathered from eBeams on 21.07.2013.

Number of Vendors with Invoice issued to KOC:	3533
Number of Invoices submitted to KOC in May 2013:	4458
Number of Vendors which submitted Invoice to KOC in May 2013:	524
Number of open RFQ's/RFP's on 21.07.2013:	731

Statistics 1: Vendor/Invoices

RFP Closing Date	Number of RFP's	Number of Bidders
02-MAY-13	1	1
09-MAY-13	1	6
13-MAY-13	1	1
14-MAY-13	3	23
15-MAY-13	1	1
16-MAY-13	2	31
19-MAY-13	1	24
20-MAY-13	1	1
21-MAY-13	7	94
22-MAY-13	1	9
26-MAY-13	2	6
30-MAY-13	5	10
01-JUN-13	2	24
02-JUN-13	2	6
03-JUN-13	3	12
04-JUN-13	3	38
06-JUN-13	1	5

10-JUN-13	2	64
11-JUN-13	3	32
13-JUN-13	1	2
16-JUN-13	2	26
18-JUN-13	2	15
25-JUN-13	2	25
26-JUN-13	1	5
27-JUN-13	1	5
28-JUN-13	1	21
30-JUN-13	1	34
01-JUL-13	2	79
02-JUL-13	1	20
04-JUL-13	1	1
07-JUL-13	2	2
08-JUL-13	3	8
09-JUL-13	5	40
10-JUL-13	2	6
11-JUL-13	1	29
16-JUL-13	3	82
21-JUL-13	1	8
22-JUL-13	1	1
23-JUL-13	4	30
25-JUL-13	1	6
28-JUL-13	1	34

Statistics 2: Number of RFP's/Contractors on given bids closing date

RFQ Closing Date	Number of RFQ's	Number of Bidders
05-MAY-13	79	84
07-MAY-13	10	61
12-MAY-13	54	86
14-MAY-13	36	144
19-MAY-13	74	88
21-MAY-13	27	134
26-MAY-13	47	90
28-MAY-13	37	177
02-JUN-13	48	85
04-JUN-13	24	114
09-JUN-13	44	70
11-JUN-13	24	145
16-JUN-13	32	55
18-JUN-13	33	148
23-JUN-13	47	81
25-JUN-13	24	119
30-JUN-13	26	76
02-JUL-13	14	65
07-JUL-13	19	48
09-JUL-13	12	62
14-JUL-13	19	31
16-JUL-13	17	87
21-JUL-13	49	54

23-JUL-13	15	66
28-JUL-13	14	29

Statistics 3: Number of RFQ's/Vendors on given bids closing date

Estimated peak number of concurrent users: 271
Estimated average number of concurrent users: 112

2.3.2. Load balancing

Load balancing will be done using existing hardware load-balancer used for eBeams setup. To avoid any problems with re-direction or similar, there will be only one-level balancing. We will not apply additional software load-balancers on Application servers.

Important note: using one-level load balancing with hardware device which is doing IP level load balancing creates a constraint to put only one Application server instance on one virtual server.

2.3.3. Application Servers requirements

Application Servers should be mid-range or enterprise servers with Active-Active setup.

Application server (UI)	Quantity
Windows Server OS CPU: 8 cores 64bit Memory size: 12GB Local storage: 80 GB	4

Application server(Back-End)	Quantity
Windows Server OS CPU: 4 cores 64bit Memory size: 8 GB Local storage: 80 GB	2

2.3.4. Database Servers requirements

Database server	Quantity
Windows Server OS CPU: 16 cores 64bit Memory size: 64GB Local storage: 160 GB	2

SQL Cluster is already available in KOC

2.3.5. High-speed storage requirements

High-speed storage	Size (GB)
Database: 100 GB Files upload (tenders/registrations/etc.): 750GB	850

2.3.6. eBeams hardware and storage

Existing eBeams hardware and storage which was allocated for eBusiness, because of change in the technology setup will be reused for eBeams/Maximo Integration instances.

2.3.7. Dev and Test environment for eBusiness Portal

Application server (Dev + Test)	Quantity
Windows Server OS CPU: 4 cores 64bit Memory size: 12 GB Local storage: 80 GB	1

Database server (Dev + Test)	Quantity
Windows Server OS CPU: 4 cores 64bit Memory size: 12 GB Local storage: 160 GB	1

2.4. Technologies to be used for implementation

2.4.1. Portal implementation technologies

Implementation of Portal side should be done using the following set of technologies:

- HTML, CSS, JavaScript web development stack for front-end
- ASP .NET and ASP .NET MVC for server side
- jQuery for client-server AJAX based communication as well as client side manipulations
- CAPTCHA mechanism to be used for publicly available forms

Choice of technologies selected was maid keeping in mind security requirements as well as rapid deployment and ease of maintenance.

2.4.2. Sharepoint vs. ASP.NET analysis

As part of the document preparation, two technologies were analyzed to conclude which one better fits requirements. List of points which allowed us to go with ASP .NET is the following:

- Sharepoint is built on top of ASP .NET as a enterprise grade extension
- Most of the Sharepoint features like collaboration, document management and similar are not required by the scope of the E-Business module
- Sharepoint built-in features are not easy to manipulate/customize so with pure ASP .NET we gain more control
- ASP .NET is much more stable, well-documented choice than Sharepoint which is built as enterprise extension on top of ASP .NET
- With ASP .NET we have full control of entire portal and no limitation on structuring database and similar.

2.4.3. Web server

Microsoft IIS will be used for deployment of e-Business portal.

2.4.4. Database Server

Microsoft SQL Server will be used as a database software for storing and retrieving portal data.

2.5. Browsers supported

Portal should be developed following HTML 5 standards and making sure that JavaScript based logic is supported by latest open-source browsers (Opera, Firefox, Google Chrome) and IE versions 8 and onwards.

2.6. Encryption

Following type of algorithms will be used for encrypting sensitive documents and data.

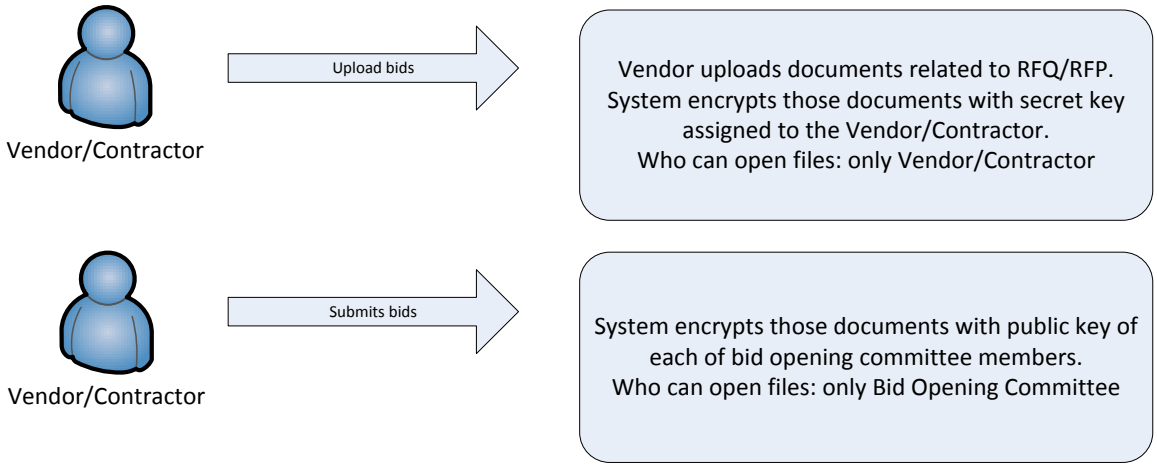
2.6.1. Symmetric Encryption

Symmetric encryption will be used for protecting the sensitive data which user is currently working on before submitting it to KOC. Algorithm to be used is AES-128. Key will be generated for each Vendor upon registration for e-Business is completed and it will be safely stored in the database.

2.6.2. Asymmetric Encryption

Asymmetric encryption will be used to encrypt sensitive data which are being submitted to KOC. In this case, data will be encrypted with Public Key and it will be decrypted only by a holder of Private Key. Combination of public and private key will be provided using signed certificates provided by valid Certification Authority.Algorithm to be used is RSA-2048.

2.6.3. Example (bid entering):



2.7. Access Protocol

In order to make sure security standards are met and to protect communication between Vendor user and KOC portal, whole site should be deployed and accessible only through HTTPS protocol.

2.8. Security considerations

Portal has to be implemented and tested so there are no known threats/exploits on it, like:

- Cross-site scripting
- SQL injection
- Spamming
- Plug-in exploits (no usage of ActiveX and Java Applets)
- Harmful files upload (control of extensions)
- Page manipulations (any client-side validation must be repeated on server-side)
- Subtle DOS attacks (CAPTCHA for submitting forms)

2.9. Certification requirements

The following certificates will be required for operation of e-Business portal:

- 1 certificate for HTTPS configuration of access point (maybe already present for other websites)
- 1 certificate per each member of BOC (Bid Opening Committee)

2.10. Anti-virus scanning of uploaded files

KOC is using McAfee anti-virus software. Same will be installed on servers and used to do scanning of uploaded files through e-Business portal. System should run anti-virus scan either using command line interface integration or McAfee API for .Net (if any available).

2.11. Password strength

E-Business portal will apply same policy on password strength which is applied across KOC.

2.12. File size limit

File size limits should be implemented per RFQ/RFP headers with default setup being applied if no special setup done on RFQ/RFP level.

3. Scope of Work

3.1. Public vs. Private area of portal

E-Business portal should have two areas of the portal:

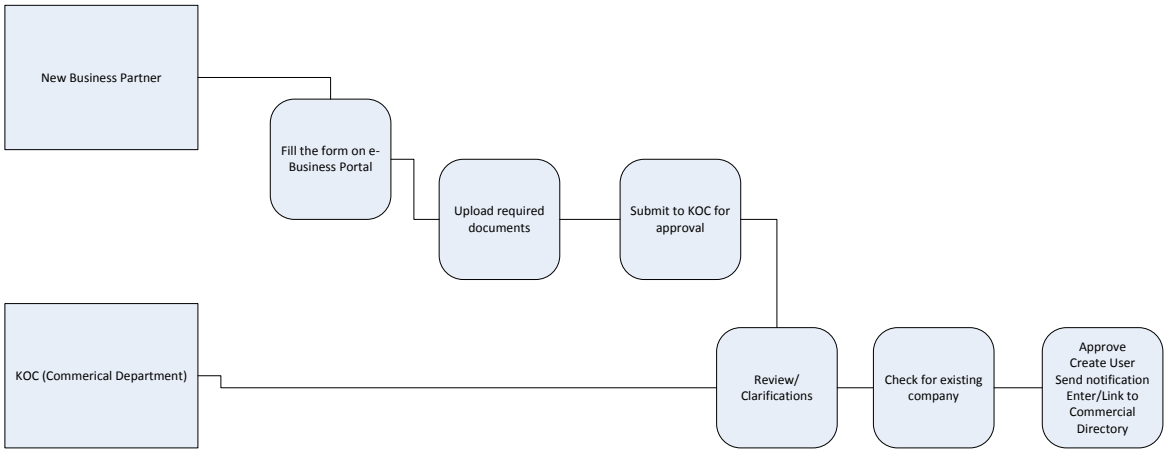
- Public area available to everyone
- Private area available only to logged in users

Public area will contain all publicly available information like:

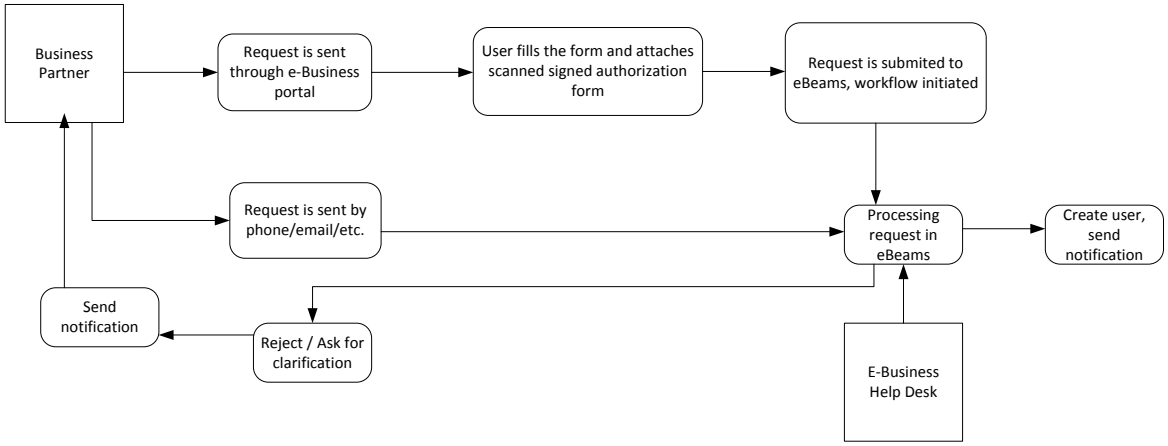
- KOC news/announcements for vendors
- KOC procedures for Vendors
- KOC published RFQ's
- KOC published RFP's.

Private Area will be used for interaction with KOC based on functionalities defined in scope of work.

3.2. Vendor registration (new vendor)



3.3. Vendor registration for e-Business



3.4. Vendor accounts management

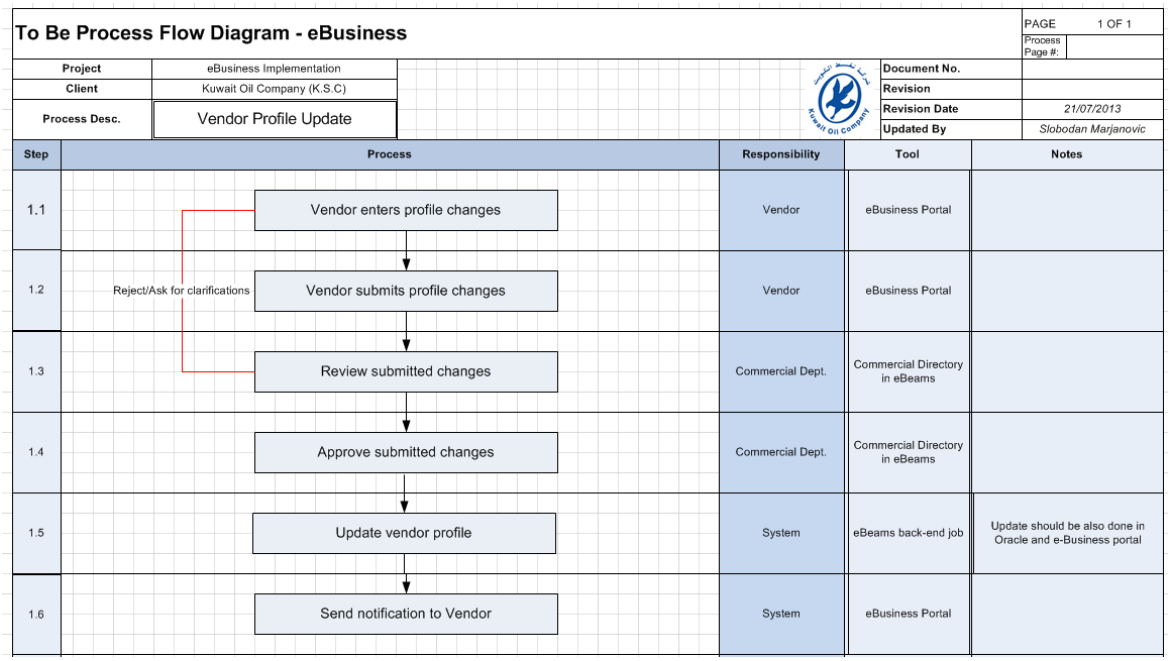
On e-Business portal users will be able to do the following administration:

- Create additional user accounts
- Modify/de-activate user accounts
- Manage users privileges.

User with this privileges will be referenced as 'Primary Contact Point'. As for the user privileges, they will be able to choose out of small targeted set of roles.

3.5. Vendor profile update

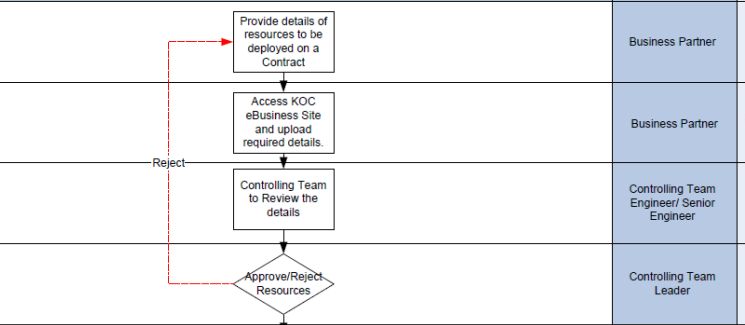
Similar to registration, business partner will submit change request and after KOC approval it will be updated in Commercial Directory. Vendor profile updates will cover pay sites and all other information related to the Vendor.



3.6. Deployment of manpower (person process)

eBEAMS Project - Proposed Person Process

PAGE	4 OF 4		
Process Page #:	1 of		
Project	eBEAMS Implementation	Document No.	PERS-001
Client	Kuwait Oil Company (K.S.C)	Revision	v0.1
Process Desc.	Proposed Person Process	Revision Date	*15-04-2010*
		Updated By	*Asim Hussain*



Step	Process	Responsibility	Tool	Notes
PRS 1.1.1	Provide details of resources to be deployed on a Contract	Business Partner	Business Partner to gather required details.	Information on all of the required documents to be provided to BP.
PRS 1.1.2	Access KOC eBusiness Site and upload required details.	Business Partner	Business Partner to access Maximo, enter all details and upload required documents.	All documents to be uploaded electronically and color scanned copies.
PRS 1.1.3	Controlling Team to Review the details	Controlling Team Engineer/ Senior Engineer	Controlling team to review the resources	Controlling team to review the resources.
PRS 1.1.4	Approve/Reject Resources	Controlling Team Leader	Controlling team to provide approval/ rejection of the resource(s)	Through Maximo.
PRS 1.1.5	KOC Resources → Determine logistic requirements for resource	Controlling Team Engineer/ Senior Engineer	Controlling tam to determine logistic requirements for contractor resources.	.
PRS 1.1.6	Security Access Pass; Vehicle Access Pass; PC Request; Application Access; Office Allocation; Furniture/ Misc	Contracts Team Leader	Enter these requirements in Maximo	Maximo
PRS 1.1.7	Approve/Reject Request	Controlling Team Leader	TL to approve the logistic requests	Maximo Workflow
PRS 1.1.8	Security Pass system; Vehicle Pass System; PC Request Process; Application Access Req. Process; Office Allocation Process; Furniture Request Process	Maximo workflow	Trigger appropriate process within or outside Maximo	Workflow

3.7. PQ and Qualification process

These processes are used to qualify Business Partners to collaborate with KOC. Althoughthey are both used for the same purpose they will be used in different situations. Despitebeing used for different purposes the steps in both processes are almost identical.Annotation: In this chapter the abbreviation PQ is used for pre qualification as well asqualification.
The description below will outline the differences, both in usage and processes.

3.7.1. Pre-Qualification

This process is used to qualify Business Partners who are not linked to specific RFQs orRFPs.
To speed up a specific RFQ or RFP process at a later stage, KOC Pre-QualifiesManufacturers, Suppliers or Contractors for a certain type of Category of Work, Commodityor a Service Provision. All data that has been gathered in this process can be used tominimize the amount of work required for a specific RFP or RFQ.

3.7.2. Qualification

In contrast to the Pre-Qualification Process, this process is always linked to a specific RFP.Whenever a Business Partner wants to participate in an RFP process, his qualification statusis verified against the incorporated categories of work. If the Business Partner is not Pre-Qualified against one or more of the relevant Categories of Work, the Qualification Processwill begin.
Qualification is not applicable for manufacturers.

3.7.3. Templates Management

PQ Templates will be managed through eBeams system and deployed to KOC e-Business portal once approved and activated.

3.7.4. PQ process

3.7.4.1. Publish PQ

To Be Process Flow Diagram - eBusiness

PAGE 1 OF 1
Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Publishing PQ	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Prepare PQ based on PQ Template	Commercial Department	eBeams	
1.2	Select Business Partners	Commercial Department	eBeams	
1.3	Approve and Publish PQ	Commercial Department	eBeams	
1.4	Publish PQ data	System	eBeams	
1.5	Send notifications to invited Business Partners	System	eBusiness Portal	

3.7.4.2. Invite/Remove Business Partner

To Be Process Flow Diagram - eBusiness

PAGE 1 OF 1
Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Business Partner Invitation/ Removal	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	End user will open PQ	Commercail Department	eBeams	
1.2	End user will add/remove Business Partners	Commercail Department	eBeams	
1.3	End user will publish changes	Commercial Department	eBeams	
1.4	Sending notification to Business Partner	System	eBusiness Portal	

3.7.4.3. Invitation for PQ

To Be Process Flow Diagram - eBusiness

PAGE 1 OF 1
Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Request for Invitation (PQ)	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Business Partner will open PQ for which is interested	Vendor	eBusiness Portal	
1.2	Business Partner will submit request for invitation	Vendor	eBusiness Portal	
1.3	Start process of RFI for PQ	System	eBeams	
1.4	KOC evaluates RFI for PQ	Commercial Dept.	eBeams	
1.5	Approve RFI / Reject RFI	Commercial Dept.	eBeams	
1.6	Publish RFI decision	System	eBeams	
1.7	Sending notification to Business Partner	System	eBusiness Portal	

3.7.4.4. PQ Access Authorization (for PQ with payment required)

To Be Process Flow Diagram - eBusiness

PAGE 1 OF 1
Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Download PQ documents	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Vendor opens PQ	Vendor	eBusiness Portal	
1.2	Vendor submits proof of payment for given PQ	Vendor	eBusiness Portal	System will send the info to eBeams and start the process of authorization
1.3	Authorize Vendor for download of documents	Commercial Department	eBeams	System will send info to eBusiness portal
1.4	Send notification to Vendor	System	eBusiness Portal	
1.5	Vendor downloads PQ documents	Vendor	eBusiness Portal	

3.7.4.5. Clarifications

To Be Process Flow Diagram - eBusiness

PAGE	1 OF 1		
Process Page #:			
Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	PQ Clarifications	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Vendor submits a question for PQ	Vendor	eBusiness Portal	
1.2	Communication Log process started	System	eBeams	
1.3	Response is prepared and entered	Commercial Dept.	eBeams	
1.4	Response is published	System	eBeams	
1.5	Response is sent to Business Partners	System	eBusiness Portal	

3.7.4.6. PQ Participation

To Be Process Flow Diagram - eBusiness

PAGE	1 OF 1		
Process Page #:			
Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	PQ Participation	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Business Partner opens PQ	Business Partner	eBusiness Portal	
1.2	Business Partner downloads PQ documentation	Business Partner	eBusiness Portal	
1.3	Business partner uploads required documents/ forms	Business Partner	eBusiness Portal	
1.4	Business Partner submits PQ information	Business Partner	eBusiness Portal	
1.5	Send submitted data to eBeams	System	eBusiness Portal	

3.7.4.7. PQ Evaluation

To Be Process Flow Diagram - eBusiness

PAGE 1 OF 1
Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	PQ Evaluation	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	End user will open PQ	End User/Commercial Department	eBeams	
1.2	Evaluate submitted documents	End User/Commercial Department	eBeams	
1.3	KOC evaluates RFI for PQ	System	eBeams	
1.4	Approve PQ / Reject PQ	Commercial Dept.	eBeams	
1.5	Publish PQ Results	Commercial Dept.	eBeams	
1.6	Sending notification to Business Partner	System	eBusiness Portal	

3.8. RFX process

3.8.1. Publishing of Tenders

To Be Process Flow Diagram - eBusiness

PAGE 1 OF 1
Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Publishing RFQ/RFP	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Prepare and approve RFQ/RFP	Commercial Department	eBeams	
1.2	Upload tender documents to be published	Commercial Department	eBeams	
1.3	Generate Excel template for bidding	System	eBeams	Based on RFQ/RFP lines system should generate Excel template for bids preparation and upload.
1.4	Publish RFQ/RFP	Commercial Dept.	eBeams	Data will be sent to eBusiness portal along with documentation and list of invited bidders (or no bidders in case of public rfq/rfp)
1.5	Send notifications to invited bidders	System	eBusiness Portal	

3.8.2. Downloading RFQ/RFP documentation

To Be Process Flow Diagram - eBusiness

PAGE 1 OF 1
Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Download RFQ/RFP documents	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Vendor opens RFQ/RFP	Vendor	eBusiness Portal	
1.2	Vendor submits proof of payment for given RFQ/RFP	Vendor	eBusiness Portal	System will send the info to eBeams and start the process of authorization
1.3	Authorize Vendor for download of documents	Commercial Department	eBeams	System will send info to eBusiness portal
1.4	Send notification to Vendor	System	eBusiness Portal	
1.5	Vendor downloads documents	Vendor	eBusiness Portal	

3.8.3. Date extensions

To Be Process Flow Diagram - eBusiness

PAGE 1 OF 1
Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	RFQ/RFP Date Extension	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Extend RFQ/RFP Bids Closing Date	Commercial Department	eBeams	
1.2	Update data in RFQ/RFP document	System	eBeams	Send updates to eBusiness portal
1.3	Send notifications to registered bidders	System	eBusiness Portal	Based on RFQ/RFP lines system should generate Excel template for bids preparation and upload.

3.8.4. Communication logs (clarifications/questions)

To Be Process Flow Diagram - eBusiness

PAGE 1 OF 1
Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Communication Logs	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Vendor submits a question for RFQ/RFP	Vendor	eBusiness Portal	
1.2	Communication Log process started	System	eBeams	
1.3	Response is prepared and entered	Commercial Dept.	eBeams	
1.4	Response is published	System	eBeams	
1.5	Response is sent to Vendors	System	eBusiness Portal	

3.8.5. Publishing Documentation updates

To Be Process Flow Diagram - eBusiness

PAGE 1 OF 1
Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	RFQ/RFP Documentation updates	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	KOC will modify documentation of published RFQ/RFP	Assigned Engineer	Outside the system	
1.2	Upload documentation to eBeams	Assigned Engineer	eBeams	
1.3	Publish updated documents	Assigned Engineer	eBeams	
1.4	Notify Vendors to download documentation	System	eBusiness Portal	

3.8.6. Request for Invitation

To Be Process Flow Diagram - eBusiness

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Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Request for Invitation	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Vendor will open RFQ/RFP for which is interested	Vendor	eBusiness Portal	
1.2	Vendor will submit request for invitation	Vendor	eBusiness Portal	
1.3	Start process of RFI	System	eBeams	
1.4	KOC evaluates RFI	Commercial Dept.	eBeams	
1.5	Approve RFI / Reject RFI	Commercial Dept.	eBeams	
1.6	Publish RFI decision	System	eBeams	
1.7	Sending notification to Vendor	System	eBusiness Portal	

3.8.7. Bidding

To Be Process Flow Diagram - eBusiness

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Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Bidding	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Vendor will open RFQ/RFP for which bids should be entered	Vendor	eBusiness Portal	
1.2	Vendor will upload documentation/bids	Vendor	eBusiness Portal	
1.3	System will validate/verify and run anti-virus scan	System	eBusiness Portal	
1.4	Encrypt uploaded files	System	eBusiness Portal	System will use secret key generated for the Vendor
1.5	Vendor will submit the bids	Vendor	eBusiness Portal	
1.6	Encrypt uploaded files	System	eBusiness Portal	System will use public keys of BOC members certificates

3.8.8. Bids opening

To Be Process Flow Diagram - eBusiness

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Process Page #:

Project	eBusiness Implementation	**Document No.**	
Client	Kuwait Oil Company (K.S.C)	**Revision**	
Process Desc.	Bids opening	**Revision Date**	*21/07/2013*
		Updated By	*Slobodan Marjanovic*

Step	Process	Responsibility	Tool	Notes
1.1	Upload certificates on RFQ/RFP as authorization to open	BOC	eBeams	
1.2	Validate Bids Closing Date and related information	System	eBeams	
1.3	Open Bids	BOC	eBeams	System will download all bids from eBusiness Portal, decrypt them and upload/attach to RFQ/RFP in eBeams
1.4	Proceed with evaluation and award process	Assigned Engineer/ End-User	eBeams	

3.8.9. Publishing award results

To Be Process Flow Diagram - eBusiness

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Process Page #:

Project	eBusiness Implementation	**Document No.**	
Client	Kuwait Oil Company (K.S.C)	**Revision**	
Process Desc.	Awarding	**Revision Date**	*21/07/2013*
		Updated By	*Slobodan Marjanovic*

Step	Process	Responsibility	Tool	Notes
1.1	User enteres award information	End-User	eBeams	
1.2	User activates publish results once finished with award	End-User	eBeams	
1.3	Publish award infor on eBusiness portal	System	eBeams	System will upload award results
1.4	Notify bidders about results	System	eBusiness Portal	

3.9. E-Receipts

To Be Process Flow Diagram - eBusiness

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Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Service Receipts	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	Contractor selects SO lines for receipts	Contractor	eBusiness Portal	
1.2	Contractor submits receipts for SO	Contractor	eBusiness Portal	
1.3	System creates Work Completion and starts the workflow for approval	System	eBusiness Portal/ eBeams	
1.4	Work Completion Approval finished	End User Team	eBeams	
1.5	Notify Contractor	System	eBusiness Portal	

3.10. Company inactivation

To Be Process Flow Diagram - eBusiness

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Process Page #:

Project	eBusiness Implementation	Document No.	
Client	Kuwait Oil Company (K.S.C)	Revision	
Process Desc.	Company/e-Business Inactivation	Revision Date	21/07/2013
		Updated By	Slobodan Marjanovic

Step	Process	Responsibility	Tool	Notes
1.1	User disables company e-Business account; User inactivates a company in Commercial Directory	Commercial Department	eBeams	
1.2	Information will be published to Portal	System	eBeams	
1.3	User accounts will be inactivated	System	eBusiness Portal	
1.4	Notifications will be sent to Company users	System	eBusiness Portal	

3.11. E-SPIR restructuring

Since e-SPIR functionality belongs more in eBeams system rather than e-Business portal, it will be restructured during the implementation phase. Main areas to focus on are:

- Removing constraint in regards to registration of users. Users and privileges should be handled the same way as for any other user in the system
- Separation of E-SPIR items and similar should be reviewed in order to be simplified and less performance intensive

4. Vendor Support

For e-Business module rollout it is recommended that within Commercial department a small support team or call center should be formed to provide support for Vendors.

5. Training materials

For purpose of Vendor/Contractors education, Contractor will provide Flash based interactive guides for main processes done through e-Business portal. These guides should contain interactive points where user will be asked to participate in training session by filling forms on navigating through the screens.

6. Legacy Systems

KOC has a legacy E-Tendering web site which has been used up to recent. This system contains existing eBusiness users for certain Contractors. As part of the project, data about registered users should be re-used/migrated to provide those with account and email notification on E-Business portal once rolled out.

7. Portal design

KOC will provide inputs for Portal design. Based on provided input, Contractor will prepare couple of options as proposals for design of Portal. Upon KOC approval, design will be applied on Portal forms and screens.

8. Security Audit

KOC will organize independent security audit of implemented solution which will provide a report on security issues (if any) and recommendations on how to improve Portal security.

9. Training approach

Training requirements are split into two areas: business partners training/awareness and KOC employees awareness on changes in eBeams regarding eBusiness process. Contractor will follow train the trainer approach where main activity and interaction with BP/KOC staff will be taken over by current on-site support.