



## قائمة المتطلبات المسبقة لطلبات شراء تقنية المعلومات Pre-requisites Checklist for IT Procurements

Please Make sure to download the latest version of this list available on:

<https://nea.gov.bh/docs>

### General Requirements:

The following items must be provided with purchase request submission:

- Contact person (name, phone & email) for urgent matters / quick discussion / further information.
- Internal IT Review Form.
- If available, provide a reference / copy of previous iGA approval.
- For contract renewals: a copy of existing contract.
- Cost breakdown with correct [CFS Charge Account](#) for each line item (for recurrent procurements only).
- IT [Project Business Case](#) (for project procurements only)

	Request Category	Request Type		Applicable Policies / Standards / Templates
		New	Existing / Renewal	
1	Outsourcing Contracts	<ul style="list-style-type: none"><li>• Business needs and justifications.</li><li>• IT Organization Structure, highlighting vacancies and occupations.</li><li>• Bahrainisation plan.</li></ul>	<ul style="list-style-type: none"><li>• Business needs for continuation of the contract.</li><li>• Copy of existing contract</li><li>• A report detailing the utilization of the current resources.</li><li>• Bahrainisation plan.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Guidelines for IT Contracts</a></li></ul>
2	Software Licenses	<ul style="list-style-type: none"><li>• Fill and attach software procurement template.</li></ul>	<ul style="list-style-type: none"><li>• Utilization report on the current licenses.</li><li>• Fill and attach software procurement template.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Software Procurement Template</a></li></ul>



	Request Category	Request Type		Applicable Policies / Standards / Templates
		New	Existing / Renewal	
3	Hardware	<ul style="list-style-type: none"> <li>For Hardware procurement, please fill and attach the "Hardware Procurement Template".</li> <li>Please note that all PC Procurements must comply with the Standard Government PC Specifications.</li> <li>For Servers Procurement, check if cloud-based alternatives were evaluated and provide a copy of AWS migration plan with status or progress report.</li> </ul>	<ul style="list-style-type: none"> <li>Please note that all PC Procurements must comply with the Standard Government PC Specifications.</li> <li>Provide a copy of the existing annual maintenance contract (AMC) if exists, detailing the existing items that are being maintained or supported.</li> <li>For Servers Procurement, check if cloud-based alternatives were evaluated and provide a copy of AWS migration plan with status or progress report.</li> <li>Study the feasibility of replacing the current hardware instead of maintaining the existing one.</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Cloud-First Policy</a></li> <li><a href="#">Government PC Specifications</a></li> <li><a href="#">Hardware Procurement Template</a></li> </ul>



	Request Category	Request Type		Applicable Policies / Standards / Templates
		New	Existing / Renewal	
4	System / Application / eServices / Websites	<ul style="list-style-type: none"> <li>Business needs and justifications for introducing new system / application / eService / Website.</li> <li>Breakdown of system components (e.g. hardware, software licenses, along with technical details on technologies such as programming languages if decided or operating systems).</li> <li>Application type (developed from scratch, COTS, customized package, etc). If developed or customized, provide details on cost and duration.</li> <li>Details on the proposed hosting environment (on-premise / AWS / etc).</li> <li>Scope of the development, including details on business requirements and business processes that are being automated.</li> </ul>	<ul style="list-style-type: none"> <li>Copy of the existing support contract</li> <li>Utilization report of the existing system or application.</li> <li>If the request involves additional development, enhancement, or customization:                             <ul style="list-style-type: none"> <li>Scope of the development of the existing system or application, including details on business requirements and business processes being automated.</li> <li>Details on cost and duration to complete the development.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Cloud-First Policy</a></li> <li><a href="#">eGov Mobile Apps Standards</a></li> <li><a href="#">Website Standards</a></li> <li><a href="#">Guidelines for IT Development Projects</a></li> </ul>



	Request Category	Request Type		Applicable Policies / Standards / Templates
		New	Existing / Renewal	
5	Printing	<ul style="list-style-type: none"> <li>Fill and attach the "Hardware Procurement Template".</li> <li>Business needs and justifications for new devices / services.</li> <li>Details on the requested printers – i.e. quantity of printers, brands, models, etc. If the request is for replacement, provide age of the existing devices.</li> <li>Study of implementing centralized printing model, along with a copy of the centralization plan.</li> <li>In general, make sure to comply with the Government Printing Policy.</li> </ul>	<ul style="list-style-type: none"> <li>Copy of the existing maintenance contract.</li> <li>Utilization report of the existing maintenance contract.</li> <li>Details on the requested consumables i.e. quantity, type, etc.</li> <li>Study of implementing centralized printing model, along with a copy of the centralization plan.</li> <li>In general, make sure to comply with the Government Printing Policy.</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Printing Policy</a></li> <li><a href="#">Hardware Procurement Template</a></li> </ul>
6	Network	<ul style="list-style-type: none"> <li>Details on the requested network devices – i.e. bill of materials or list of all networking components.</li> <li>Copy of the existing network diagram (high level and low level).</li> <li>Copy of the proposed network diagram (if applicable).</li> </ul>	<ul style="list-style-type: none"> <li>Copy of the existing maintenance contract</li> <li>Utilization report of the existing maintenance contract.</li> <li>Copy of the existing network diagram (high level and low level).</li> </ul>	
7	Communication Services	<ul style="list-style-type: none"> <li>Fill the bill summary Template.</li> </ul>	<ul style="list-style-type: none"> <li>Fill the bill summary template.</li> <li>Copy of consolidated statement (provided by all ISPs).</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Bill Summary Template</a></li> </ul>



	Request Category	Request Type		Applicable Policies / Standards / Templates
		New	Existing / Renewal	
8	<b>BIX Internet Services</b>	<p>For New / Upgrade requests:</p> <ul style="list-style-type: none"> <li>• Fill the bill summary template.</li> <li>• Business justifications for new or upgraded connection</li> <li>• Approval from IGA Network Team*</li> <li>• Proposal from BIX</li> </ul> <p>* For detailed procedure on obtaining IGA Network Team approval and technical implementation, please follow the steps in the next page (page 6).</p>	<ul style="list-style-type: none"> <li>• Proposal from BIX</li> <li>• Fill the bill summary template.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Bill Summary Template</a></li> </ul>
9	<b>Other IT-related</b>	<ul style="list-style-type: none"> <li>• Depends on the nature of the specific case.</li> </ul>		



## **BIX Internet Service Procedures (New/Upgrade Connection)**

### **Procurement and Contracting Steps**

1. Government Entity should send Internet Bandwidth upgrade or New Connection request to iGA Client Relationship ([Govclient@iga.gov.bh](mailto:Govclient@iga.gov.bh)).
2. iGA Network Team will technically approve/reject the request.
3. If iGA Network approve the request, Government Client Relationship will send the approval email to the Government Entity (Approval Template).
4. Government Entity should enter their request in the Central Financial System (CFS), and attach the approval template, along with justifications for the upgrade. If the entity is not part of the CFS, then the “Recurrent Pre-Approval” form should be filled and sent to ICTP ([ictp@iga.gov.bh](mailto:ictp@iga.gov.bh)).
5. If rejected, then Government Entity should coordinate with iGA Network Team to reach mutual understanding or decision.
6. Government Entity should contact BIX to sign the contract only after having their request approved in the CFS.

### **Technical Implementation**

7. BIX will process the bandwidth allocation request with IGA (details of old & new BW, along with starting date and confirmation of the total bulk bandwidth after the increase).
8. BIX should send a confirmation email with details for the new / upgrade connection to the Government Entity and iGA.
9. Network Team will configure the router as per the upgrade request.
10. iGA shall provide a confirmation to BIX & Government Entity on bandwidth allocation.
11. BIX will document and follow up with Government Entity for confirmation.
12. Government Entity will confirm the service delivery and notify parties.