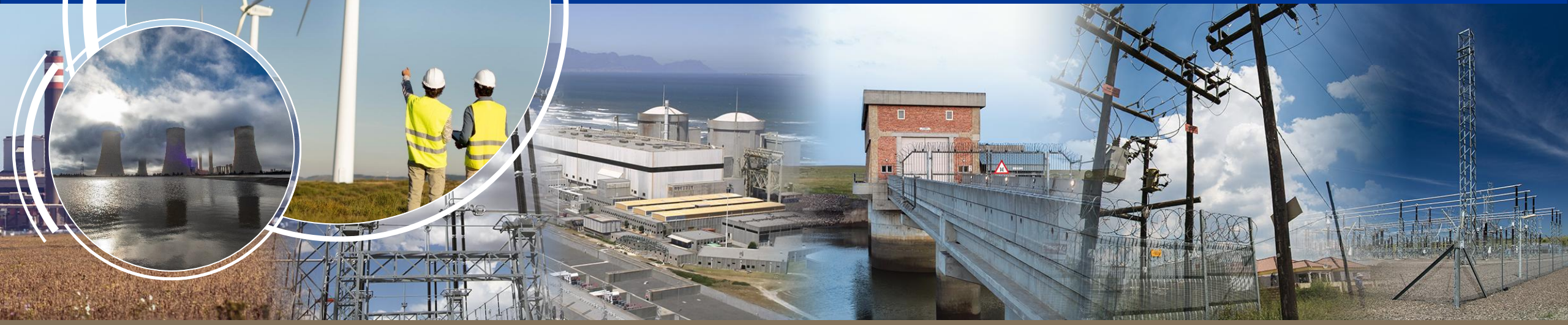
TENDER E3792DXKZNOU
Clarification Session

13 November 2026



Scope of Services



Scope of Services

Provide comprehensive **maintenance, monitoring and support** for the **Huawei Modular FM800 Smart Rack** infrastructure and **Powerman 60kVA UPS** system at **Eskom's Westville Contact centre** in the CentralEast Cluster in KZN for a period of **four (4) years**.

Support Requirements

HUAWEI FM800 SMART RACK & POWERMAN 60KVA UPS

a. OEM-trained and certified technicians for all support activities.
b. The service provider must have an operational presence within KwaZulu-Natal to ensure availability for onsite support.
c. Provide 24x7 emergency call-out services.
d. Provide defined escalation procedures for critical incidents.
e. Supply and replacement of components, as and where required as per the warranty.

Maintenance Requirements

HUAWEI FM800 SMART RACK

a. OEM accreditation and certification to maintain equipment.
b. Comprehensive maintenance as per OEM specification
c. Inspection of power distribution and electrical connections.
d. Firmware and software updates, as and when required by the OEM.
e. Maintenance and testing of the UPS system and lead-acid battery infrastructure.
f. Maintenance of HVAC cooling units and environmental monitoring systems.
g. Maintenance of cabinet access control systems.
h. Detailed maintenance reports following each service
i. Supply and replacement of components where required

Maintenance Requirements

POWERMAN 60KVA UPS

a. OEM accreditation and certification to maintain equipment.
b. Comprehensive maintenance as per OEM specification
c. Inspection of power distribution and electrical connections.
d. Firmware and software updates, as and when required by the OEM.
e. Maintenance and testing of two lithium-ion battery banks.
f. Preventative maintenance and fault rectification (health check)
g. Availability of replacement parts and spares within South Africa.
h. The service provider must have an operational presence within KwaZulu-Natal
i. Detailed maintenance reports following each service

Monitoring Requirements

HUAWEI FM800 SMART RACK & POWERMAN 60KVA UPS

a. A fully operational off-site 24/7 monitoring centre
b. Real-time monitoring of Smart Rack and UPS infrastructure.
c. Event logging and incident management.
d. Environmental monitoring including temperature, humidity and water leak detection
e. Power performance monitoring.
f. Remote diagnostics and troubleshooting.
g. Root cause analysis for recurring faults.
h. Automated fault escalation and notification procedures.

Technical Evaluation Criteria



Scoring Methodology (Technical Evaluation)

Support	Maintenance	Maintenance	Monitoring
HUAWEI FM800 SMART RACK & POWERMAN 60KVA UPS	HUAWEI FM800 SMART RACK	POWERMAN 60KVA UPS	HUAWEI FM800 SMART RACK & POWERMAN 60KVA UPS
55	**60**	**65**	**80**

TOTAL SCORE = 260

Threshold score is set to 75% of total score = 195

Support Technical Evaluation

Column heading	Description
Component	Identifies the equipment or service area being evaluated, grouped under support, maintenance or monitoring.
Description	Defines the specific technical requirement or service capability that the bidder must demonstrate.
Scores	Shows the maximum points available for each requirement, indicating its relative weighting in the technical evaluation.
Tender Artefacts	Lists the supporting documents and evidence bidders must submit to demonstrate compliance, such as certifications, procedures, checklists and sample reports.
Scoring Methodology	Explains how the submitted evidence is assessed and what proportion of the available points is awarded.



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Conclusion