	TENDER SCOPE OF WORK Group Information Technology	Template Identifier	240-IT042	Rev	1
		Effective Date	April 2023		
		Review Date	April 2028		

Description of Request	Open Tender Request for Multi-Channel Bill Delivery Maintenance and Support Contract for a period of 5 years.
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1. High level background


The Multi-Channel Bill Delivery (MCBD) solution entails the design, generation, distribution, and archiving, retrieving and end-to-end management of electricity bills. The design (OpenText Exstream) and end-to-end management (Columbus) are Commercial Off the Shelf (COTS) components and require Software License maintenance by the supplier which allows Eskom to 3rd line support and product patch and security updates.

The solution produces Eskom customer's financial documents i.e., bills, disconnection letters, account statements and IT3b tax certificates. The information to enable the solution to produce different documents is received from Customer and Care Billing (CC&B). The output of the system is in the form of PDF documents, postscript files (for printing) and a packaged file that will contain PDF's and an XML document for emailing. It has the capability to distribute PDF documents through the Processing Centre (Posting), Email and Fax solution (Electronic) depending on how the customer is configured to receive a PDF document in CC&B system.

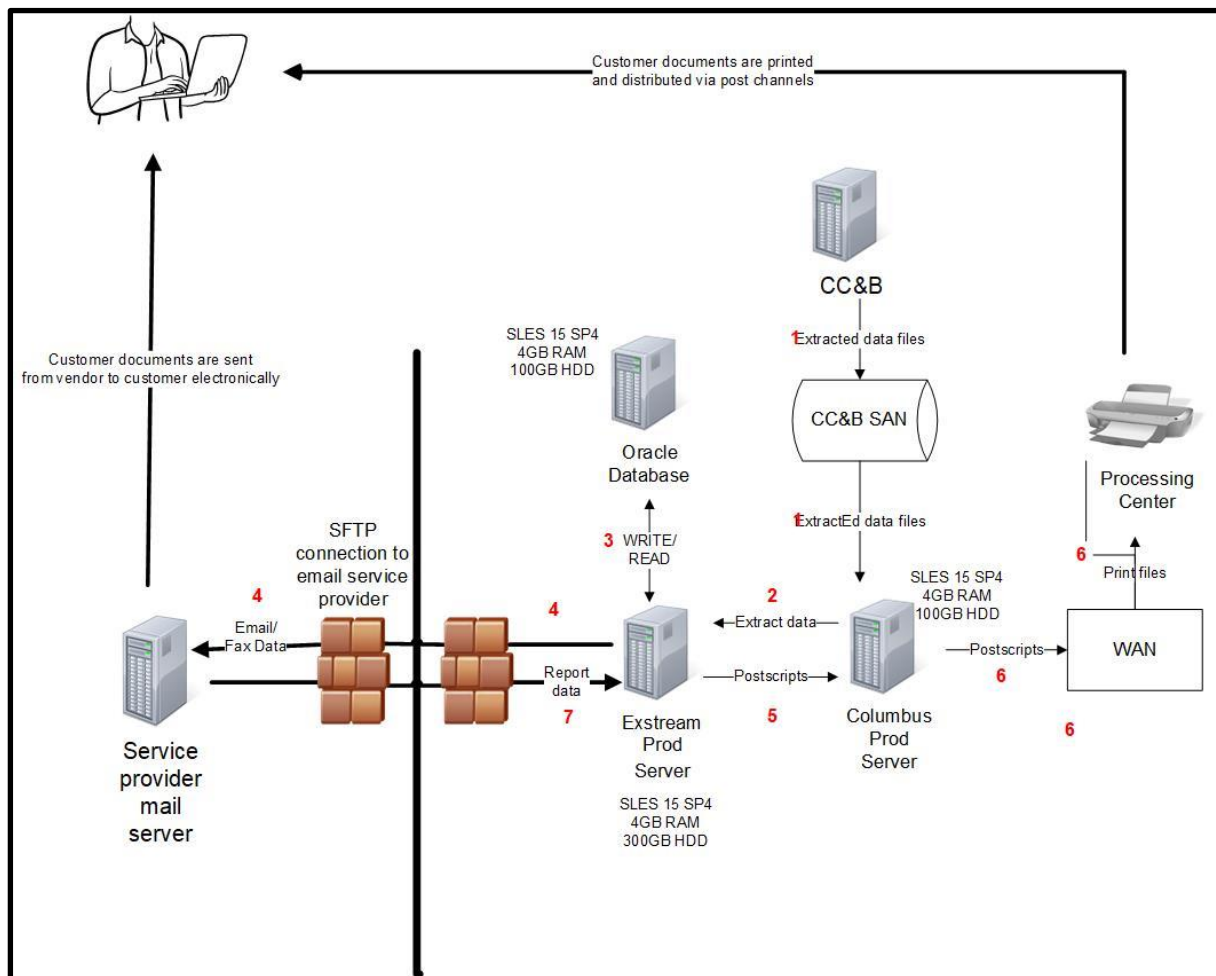
The two products, **OpenText Exstream** (owned by OpenText) formerly known as **Dialogue** and **Columbus** (owned by Macro4) make up the solution, MCBD. The products are tightly integrated, and Eskom seeks a single supplier who specialises in both products to maintain and support the current solution.

The solution was recently upgraded to:

- Open Text Exstream Version 22.2.
- Macro4 Columbus OM Software Version 9.2. This is now a web-based solution, hosted on the Columbus server. Accessible via a secured connection on the Eskom network. Client access is required, granted by Columbus Admin.
- JAVA Version 11

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Below is a diagram depicting the flow of information of the process:




2. Scope of work/Business requirements

2.1. Provide detailed description and volumes of the product/service requested:

Support of the Product (Exstream & Columbus OM) as long as the annual maintenance remains current. This support is required on the core product and customized code that has been applied to the products.

Provisioning of enhancements or updates, the latest versions of the products that have been released by OpenText Exstream or Macro4.

Telephonic support - Eskom classified the MCBF systems as business-critical application. These applications require a 24/7 support with quick turnaround times. If the high severity issue is reported, and solution has not been identified, the supplier is

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required to make the Technical Support resources available through teleconference discussions to assist with the resolution.

2.2. Licence Management for Maintenance and Support:

Eskom owns the Macro4 and Exstream licenses. Maintenance and support of the licences is required.

2.3. Training/Transfer of skills:

No transfer of skills, knowledge and training will be required.

2.4. Change Management

All change done to the system, both hardware and software to adhere to Eskom Change Management Process. The process document will be share with the supplier.

3. Service Level Agreement requirements

Service Performance Management:

System classification	Priority	Mean time to respond (mins)	Mean time to resolve (Hrs)	Target (%)
Business Critical	P1	15	4	100
Business Critical	P2	30	6	99
Business Critical	P3	45	8	99
Business Critical	P4	45	16	99

Escalation procedure:


Escalation level	Eskom	Supplier
First level	Application Support Manager	Operations Manager
Second level	Middle Manager solution support	Senior Manager
Third level	Senior manager	Managing Director

Priority classification:

Priority	Description
P1	Critical
P2	Important
P3	Normal
P4	Low

Incident Priority Matrix

Urgency	Impact		
	High	Medium	Low

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High	1	2	3
Medium	2	3	4
Low	3	4	5

Priority Code	Description	Target Response Time	Target Resolution
1	Critical	Immediate	1 Hour
2	High	30 Minutes	4 Hours
3	Medium	1 Hour	8 Hours
4	Low	4 Hours	24 Hours
5	Very Low (RFS)	1 Day	1 Week

4. Approvals:

End user / requestor:	Name:	Mduduzi Ndwandwe
	Designation:	Application Support Manager
	Date:	27 March 2025
	Signature:	
Middle Manager:	Name:	Mugeshen Covenden
	Designation:	Solution Support Manager
	Date:	27 March 2025
	Signature:	
Senior Manager:	Name:	Varsha Pillay
	Designation:	Senior Manager
	Date:	1st April 2025
	Signature:	