

Description of Request	Meter Asset Management System (MAMS) Maintenance and Support for a period of (5) five years
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1. High level background

Eskom requires the services of a suitable service provider to perform system maintenance at Third-Level IT support and enhancements as and when required for a period of 5 years on Meter Asset Management System (MAMS).

2. Scope of work/Business requirements

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

This Scope of Work (SOW) is seeking from the open market a proficient Maximo service provider with area of expertise being Meter Asset Management functionality/module. The service provider is expected to deliver an extensive service which include but not necessarily limited to the following:

- ❖ Troubleshooting and diagnostics analysis of escalated issues outside 1st and 2nd level severity.
- ❖ 24/7 Technical Support: To promptly address any technical issues that may arise around the clock.
- ❖ Software Updates and Security Patches: Regular updating of our MAMS system to ensure that it stays aligned with the most recent software patches, updates, and security improvements.
- ❖ System Performance Monitoring: Ongoing surveillance of the MAMS environment to proactively optimize performance and preclude issues.
- ❖ Stress Testing: Conduct stress testing to validate system stability, robustness, and reliability under extreme load conditions.

- ❖ MAMS Architecture Optimization: Consultation and implementation support to optimize the current architecture of our MAMS environment for maximum efficiency and effectiveness.
- ❖ Staff Training: Facilitate training sessions aimed at maximizing user competency in leveraging MAMS numerous functionalities.
- ❖ Documentation: Unbroken maintenance of detailed records that document our MAMS configurations and setups.
- ❖ Emergency Response: A rapid action plan for handling critical incidents.
- ❖ Provide and document preventative actions where applicable to prevent similar incidents related to MAMS application.
- ❖ Resolve all logged underlying problems beneath the incident to avoid incident re-occurrences.
- ❖ Perform and gather MAMS system measurements – yardstick for continuous improvement.

Perform application enhancements of MAMS to align with Eskom’s evolving business needs and its integration with other existing systems (quick, minor, and major).

Service provider is expected to:

- ❖ Receive and interpret Business Requirements Specification (BRS) from Eskom
- ❖ Provide Eskom with a Quotation which includes detailed project plan and timelines (subject to acceptance)
 - ✓ Design
 - ✓ Functional Configuration
 - ✓ Integration Development
 - ✓ Unit Testing
 - ✓ Integrated Test
 - ✓ UAT
 - ✓ Deploy the changes (Go Live)

2.2. Training/Transfer of skills:

Service provider will be expected to impart the necessary skillset and specialism to (10) ten internal support team members (It is envisaged that this number can increase) on the 'how to support MAMS application and its underlying platforms'. The training format should be in a form of monthly on-job knowledge sharing sessions with internal MAMS support resources . This will include:

- ❖ Interrogating server logs, how to look for known problems.
- ❖ System configuration knowledge transfer
- ❖ Workflow fine-tuning
- ❖ System monitoring
- ❖ How-to functioning of MAMS application

3. Service Level Agreement requirements

3.1. Service Level Specifications

Below specification levels provide a mutual understanding of the services and service level expectation and shall form a benchmark for performance measurement. It should be noted that all these services are to be performed remotely.

Severity	Response Time
Severity 1: The entire system is down and as a result, Eskom is unable to use the application, which has a critical impact on all business operations.	15 minutes – Ticket log affirmation 30 minutes – Response from Support 1 hour – Issue resolution 12 hours – RCA report
Severity 2: Eskom can use the product, but operations are severely restricted due to the problem	15 minutes – Ticket log affirmation 1 hour – Response from Support 2 hours – Issue resolution 24 hours – RCA report
Severity 3: Eskom can use the product with some restrictions on the functions that are available. These restrictions do have an impact on Eskom's overall operation	30 minutes – Ticket log affirmation 2 hours – Response from Support 36 hours – Issue resolution 48 hours – RCA report
Severity 4: The problem causes little or no impact to Eskom's operation, or a way to circumvent the problem has been found	30 minutes – Ticket log affirmation 8 hours – Response from Support 40 hours (flexible, can be agreed upon) – Issue resolution. 48 hours – RCA report

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3.2. Escalation Procedure

Primarily, the service provider must have a dedicated helpdesk that Eskom support personnels must utilise whenever system problems are experienced. It should be noted that Eskom has its own helpdesk where 1st and 2nd line incidents would have been logged before a transfer to the service provider's helpdesk occur i.e. 3rd line incidents.

Furthermore, it is proposed that the suitable service provider must have at least 3 escalation levels beyond helpdesk in place.

3.3. Penalties

Kindly take note that failure to meet the stipulated SLA targets will have a direct financial impact. Moreover, Eskom will have a right to terminate the agreement if certain critical service levels are consistently not met.

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4. Approvals:

End user / requestor:	Name:	Jeffrey Matlokga
	Designation:	Senior Advisor Applications
	Date:	08.05.2025
	Signature:	
Senior Manager:	Name:	Varsha Pillay
	Designation:	Senior Manager Applications
	Date:	9th May 2025
	Signature:	