



TRANSNET PIPELINES

AN OPERATING DIVISION OF TRANSNET LIMITED

SCOPE OF WORK

**IBM HARDWARE AND SOFTWARE SUPPORT AND
MAINTENANCE FOR A PERIOD OF TWO YEARS**

1. PURPOSE

The purpose of this submission is to define the scope of work and requirements for procurement of services for the support and maintenance of IBM hardware and software for a period of two years.

2. BACKGROUND

Transnet Pipelines (TPL) owns, maintains, and operates a network of over 3000km of high-pressure petroleum and gas pipelines. Some of the products transported include diesel, petrol, and crude oil.

TPL has on premise IBM server hardware to hosts the SAP based server environment, supporting critical systems such as Finance, Procurement, IS OIL and many other modules including a Development, Quality Assurance and Production environment. There are two IBM servers; one is the primary site at 202 Anton Lembede Street and the other is the Disaster Recovery site at Queens warehouse which are all essential for business operations.

The current IBM Servers hardware was purchased in 2018 with a three-year support and maintenance which terminated in 2020. The support and maintenance was extended by a further three years which terminated in December 2023.

3. SCOPE OF WORK:

The scope of work entails

- a)** Maintenance, repairs, and replacement of the hardware which includes all the IBM Power E850C, Hardware Management Console (HMC), and the storage components. Refer to Figure A, below.
- b)** Support and upgrades of all the software components including microcode, firmware and operating system.
- c)** The service level requirements for the support and maintenance of the hardware and software are itemized as per Figure A, below.

- d)** The price quoted must be inclusive of all costs i.e. cost of a replacement components (where applicable), labour, travel etc.

Figure A

Type	Model/ Featur	Serial	Description	Required Services	Services Description	Service Level Description
2076	AF6	7824L3C	IBM Storwize V7000F Controller	HWMA/HWSE Storage	Hardware Maintenance & Hardware Service Extension for End of Support Devices	On-site Repair,ORT=SD,24x7
2076	AF6	7824L3C	IBM Storwize V7000F Controller	GI MS analysis & update Storage	Microcode update and support	TMS, 1 Analysis & Upd per Year
2076	AF6	7824L3C	IBM Storwize V7000F Controller	SWMA Storwize V7000 CTL SW	Software Maintenance	Normal business hours
2076	AF6	7824L3D	IBM Storwize V7000F Controller	HWMA/HWSE Storage	Hardware Maintenance & Hardware Service Extension for End of Support Devices	On-site Repair,ORT=SD,24x7
2076	AF6	7824L3D	IBM Storwize V7000F Controller	GI MS analysis & update Storage	Microcode update and support	TMS, 1 Analysis & Upd per Year
2076	AF6	7824L3D	IBM Storwize V7000F Controller	SWMA Storwize V7000 CTL SW	Software Maintenance	Normal business hours
2498	X24	130282H	SAN Switch	HWMA Storage	Hardware Maintenance	On-site Repair,ORT=SD,24x7
2498	X24	130282H	SAN Switch	GI MS analysis & update Storage	Microcode update and support	TMS, 1 Analysis & Upd per Year
2498	X24	130282K	SAN Switch	HWMA Storage	Hardware Maintenance	On-site Repair,ORT=SD,24x7
2498	X24	130282K	SAN Switch	GI MS analysis & update Storage	Microcode update and support	TMS, 1 Analysis & Upd per Year
2498	X24	130282T	SAN Switch	HWMA Storage	Hardware Maintenance	On-site Repair,ORT=SD,24x7
2498	X24	130282T	SAN Switch	GI MS analysis & update Storage	Microcode update and support	TMS, 1 Analysis & Upd per Year
2498	X24	130282V	SAN Switch	HWMA Storage	Hardware Maintenance	On-site Repair,ORT=SD,24x7
2498	X24	130282V	SAN Switch	GI MS analysis & update Storage	Microcode update and support	TMS, 1 Analysis & Upd per Year
7042	CR9	7873B5D	Hardware Management Console (HMC)	HWSE Power	Hardware Maintenance & Hardware Service Extension for End of Support Devices	On-site Repair,ORT=SD,24x7
7042	CR9	7873B5D	Hardware Management Console (HMC)	GI MS analysis and update Power	Microcode update and support	TMS, 1 Analysis & Upd per Year
7042	CR9	7873B5D	Hardware Management Console (HMC)	MCP Remote Support HMC	Software Maintenance	Normal business hours
7042	CR9	7873B6D	Hardware Management Console (HMC)	HWSE Power	Hardware Maintenance & Hardware Service Extension for End of Support Devices	On-site Repair,ORT=SD,24x7
7042	CR9	7873B6D	Hardware Management Console (HMC)	GI MS analysis and update Power	Microcode update and support	TMS, 1 Analysis & Upd per Year
7042	CR9	7873B6D	Hardware Management Console (HMC)	MCP Remote Support HMC	Software Maintenance	Normal business hours
8408	44E	78477AX	IBM Power System E850C Server	HWMA /HWSE Power	Hardware Maintenance & Hardware Service Extension for End of Support Devices	On-site Repair,ORT=SD,24x7
8408	44E	78477AX	IBM Power System E850C Server	GI MS analysis and update Power	Microcode update and support	TMS, 1 Analysis & Upd per Year
8408	44E	78477AX	IBM Power System E850C Server	SWMA - Software Maintenance	Enterprise Edition/Full Support Extension	Normal business hours
8408	44E	78477BX	IBM Power System E850C Server	HWMA /HWSE Power	Hardware Maintenance & Hardware Service Extension for End of Support Devices	On-site Repair,ORT=SD,24x7
8408	44E	78477BX	IBM Power System E850C Server	GI MS analysis and update Power	Microcode update and support	TMS, 1 Analysis & Upd per Year
8408	44E	78477BX	IBM Power System E850C Server	SWMA PowerVM Enterprise/SWMA AIX	Enterprise Edition/Full Support Extension	Normal business hours

4. OPERATIONAL PERSONNEL REQUIREMENTS:

- The service provider must deploy adequately skilled, certified, and experienced resources to repair or replace any faulty hardware. The service provider must be a certified IBM partner, which is a technical pre-qualifying criterion. The service provider may be IBM, the OEM.
- The service provider and their resources are expected to comply with TPL's information security, application and communication policies and procedures, and may be subject to security vetting by the State Security Agency and/or its affiliates.
- The service provider shall at all times comply with Safety, Health and Environmental requirements prescribed by the relevant legislation as well as the Transnet Contractor Management Procedure (TIMS-GRP-PROC-014) as they may apply to the scope of services. The service provider shall comply with the provisions of the Occupational Health and Safety Act, 85 of 1993 and relevant regulations as amended. The service provider performs duties of the employer and is in every respect responsible for compliance with the provisions of the act. The service provider will be responsible for the safety, health and environmental rules that TPL may require to be implemented. The service provider shall ensure that no employees or persons working on his/her behalf are allowed to enter any Transnet Pipelines site, unless that employee or person has undergone safety, health and environmental induction pertaining to the hazards prevalent to the site at the time of entry. The service provider shall ensure that all employees working on site have valid medical certificates of fitness specific to the scope of work to be performed and issued by an occupational health practitioner. Before establishing or entering any Transnet site, the contractor shall submit a Safety, Health and Environmental Compliance file for review and approval by Transnet Pipelines. The submission requirements will be aligned to the scope of services of the contractor.
- The service provider must have and maintain a "Maintenance/Repair Register" detailing any work performed. This register must be shared with TPL on a monthly basis.

5. TIMEFRAME FOR CONTRACT (in months)

TPL requires the Hardware and Software contract for a period of twenty-four (24) months which will be paid monthly.

6. APPROVALS

COMPILED BY:

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