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TITLE **STANDARD FOR ICT STRATEGIC  
PARTNER**

REFERENCE

**CP\_TSSTAN\_082**

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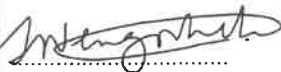

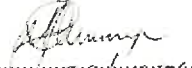


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**FOREWORD**

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## 1. INTRODUCTION

City Power is desirous to appoint a panel of service providers to provide ICT professional services for a period of three (3) years. City Power ICT Services ascertained the requirement of projects of initiatives which will require ICT Services intervention (as per business requirements) to ensure business continuity and alignment to the overall ICT Services strategy and City Power Business Plan. The services are required from experienced and certified ICT Service Providers.

## 2. SCOPE OF WORK

City Power seeks to appoint a panel of at most three (3) reputable service providers of ICT Services (Information and Communications Technology) professional service to provide skilled ICT consulting personnel, who will supplement City Power internal human capital in the support, maintenance and enhancement of its ICT systems and processes, from which appropriate supplementary personnel can be sourced for specific ICT services, task or special projects for which City Power does not possess the relevant in-house resource.

City power will reserve the right to assign any work package in full or part thereof to any of the appointed service providers. It will be expected that all service providers will work in a manner and spirit of collaboration and co-operation in the event that two or more service providers share work packages.

In addition to the supply of consulting personnel, service providers will be required to implement projects (ten key solutions) as depicted on table A:

In order to supplement the existing City Power's in house resource capacity, the following skills will be required for City Power to successfully execute the short, medium and long-term ICT strategic execution plan.

## 3. NORMATIVE REFERENCES

The following documents contain provisions that, through reference in the text, constitute requirements of this specification. At the time of publication, the editions indicated were valid. All standards and specifications are subject to revision, and parties to agreements based on this standard are encouraged to investigate the possibility of applying the most recent editions of the documents listed below.

**COBIT:** *Control Objectives for Information and Related Technology. It is a framework created by the ISACA (Information Systems Audit and Control Association) for IT governance and management*

**KING IV:** *Technology and Information Governance*

**TOGAF:** *The Open Group Architecture Framework is a framework for enterprise architecture that provides an approach for designing, planning, implementing, and governing an enterprise information technology architecture.*

**PoPi:** *Protection of Personal Information Act, 2013*

**GWEA:** *Government Wide Enterprise Architecture framework*

**CGICTPF:** *Corporate Governance of Information and Communication Technology Policy Framework*

TMForum : *TM Forum Framework is a living set of toolkits that has been widely adopted and proven to significantly improve agility in IT and operations*

#### 4. DEFINITIONS (ACRONYMS)

The definitions and acronyms in the document (Normative Reference) shall apply to this specification.

ICT	Information and communication Technology
SLA	Service level agreement
IT	Information Technology
MAOS	Management of Outage and Supply
ITIL	Information Technology Infrastructure Library
BI	Business Intelligence
OS	Operating Systems
CMDB	Configuration Management Database
CMS	Configuration Management System
TOGAF	The Open Group Architecture Framework
COBIT	Control Objectives for Information and Related Technologies
GWEA	Government Wide Enterprise Architecture Framework
COTS	Commercial Off The Shelf Software
OSS	Operation Support System
BSS	Business Support System
API	Application Programming Interface
OT	Operational Technology
SDLC	Software Development Life Cycle
EGIT	Enterprise Governance of ICT
KING IV	A set of voluntary principles and leading practices
SECNET	Security Network
MSO	main security office
TLS	Transport Layer Security
PAIA	Promotion of Access to Information
MISS	Minimum Information Security Standards
ECT	Electronic Communications and Transactions
OEM	Original Equipment Manufacturer
SIPOC	Suppliers, Inputs, Process, Outputs, Customers
BPMN	Business Process Model and Notation (BPMN)

## 5. DETAILED SERVICE REQUIREMENTS

### 5.1 Functional Areas

The functional areas can be grouped and described as follows:

**5.1.1 ICT Service Management** – City Power will requires professional services assisting in providing standardized framework and processes for operationalization, support and maintenance of the ICT environment in order to ensure successful availability, usability and accessibility of ICT.

**5.1.2 Business Management** – City Power will require professional services from successful bidders to ensure continuous stakeholders engagement, service providers will also assist in ensuring that business requirements are clearly defined and met before finalizing business cases. This shall be done in line with business plan.

**5.1.3 ICT Enterprise Architecture** – City Power will requires Enterprise Architecture services assistance that will guide the business in planning and designing the IT/OT capabilities of an enterprise in order to meet smart utility initiatives and desired organizational objectives, including all processes needed to be aligned to which department or group and in so doing that will reduce the risks and incentives of fragmentation, duplication, and lack of interoperability.

**5.1.4 Project Management** – From time to time City Power will requires project management services. Project management will be largely in ICT projects and more specifically in solutions deployment, but not exclusively so.

**5.1.5 ICT Operations** – This covers technical roles and services in IT Operations areas, this includes Service Desk, infrastructure support, network management, systems administration, systems and network security management, storage management, business continuity, production scheduling, information security and general infrastructure support and maintenance.

**5.1.6 Application Development Maintenance and Support** – This covers application/systems development, maintenance and support for all applications systems including custom developed applications. Skilled personnel in areas such as software development/programming, systems and business analysis, project management and specialist advisory services.

**5.1.7 Systems Integration** – City Power will require professional services relating to systems integration. This will include technology architecture environment assessment, Enterprise Service Bus tools deployment, various integrations services recommendations, support and maintenance

**5.1.8 Business Intelligence** – City Power will require professional services in deployment of business intelligence technologies, data architect, and customization of various business intelligence capabilities. Support and maintenance of BI platform

**5.1.9 Smart Grid (Digital Technologies)** – City Power will require professional services to assist business moving towards a smart utility organization , a digitally enabled business model, supported by ICT. Transitioning to a smart utility requires a strategic focus across four key dimensions namely: workforce experience, intelligent infrastructure, customer experience and intelligent business.

**5.1.10 ICT Governance and Compliance** – From time to time City Power will requires ICT Governance and compliance services not limited to value delivery, strategic alignment, performance management, resource management and risk management.

**5.1.11 Change Management** – City Power will requires professional services to ensure that changes to the City Power ICT environment align with the technology architecture and are managed, controlled, and introduced in an organized manner while limiting the impact on the availability of ICT services to the organization.

**5.1.12 ICT Security** – From time to time City Power will requires professional services to assist City Power in ICT security matters. This will include but not limited to security advisory services, periodical environment assessment, Cyber Security resilience, security technologies deployment.

**5.1.13 Data and Process management** – City Power will require professional services to conduct data audits across the City Power environment define a data management framework and master data management, business intelligence services and data modelling

## 5.2 ICT Service Management

The service provider will be required to support ICT Service Management services, standardized framework and processes for operationalization, support and maintenance of the ICT environment in order to ensure successful availability, usability and accessibility of ICT, this includes:

5.2.1 ICT Asset Lifecycle Management using CMDB or CMS.

5.2.2 Request Fulfilment

5.2.3 Incident Management

5.2.4 Problem Management

5.2.5 Change Management

5.2.6 Availability Management

5.2.7 Performance Reporting

## 5.3 Business Management

The service provider will be required to provide standardized framework and processes for operationalization, support and maintenance of the ICT environment in order to ensure successful availability, usability and accessibility of ICT, this includes:

5.3.1 Review ICT performance (SLAs for business; OLAs for suppliers)

5.3.2 Developing SLAs between ICT and the business

5.3.3 Provide advisory services on the implementations of the SLAs between ICT and the business

5.3.4 Ensure seamless transition of assembled services into production

5.3.5 Define Demand Management processes and procedures including risk assessments

## 5.4 Enterprise Architecture

The successful bidder shall assist in undertaking the Enterprise Architecture activities but not limited to the following:

5.4.1 Assist with the implementation of Enterprise Architecture Capability based on TOGAF 9.2 or above

5.4.2 Check for congruency between sub-architectures

5.4.3 Establish targets for re-use of components

5.4.5 Endure flexibility of enterprise architecture to meet changing business needs and to leverage new technologies

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#### 5.4.6 Enforce Architecture Compliance

#### 5.4.7 Improve the maturity level of architecture discipline within the organization

#### 5.4.8 Ensure that the discipline of architecture-based development is adopted

#### 5.4.9 Support a visible escalation capability for out-of-bounds decisions

#### 5.4.10 Review and recommend Enterprise Architecture vision & roadmap, to deliver corporate strategic objectives

#### 5.4.11 Define Enterprise Architecture standards, policies, principles and guidelines

Assess and advice on new project proposals for architectural compliance

#### 5.4.12 Facilitate collaboration across areas to exploit ICT synergies and avoid duplication.

#### 5.4.13 Bring learning / experiences / insights from other clients / industries to ICT

#### 5.4.14 Integrating process and technology solutions across the organization

#### 5.4.15 Identify potential new business / ICT opportunities and recommend new technologies and / or approaches

#### 5.4.17 Work with business management / stakeholders to develop compelling business cases for new technologies

#### 5.4.18 Capacity Planning

### 5.5 Project Management Office

The ICT PMO is responsible to manage ICT project delivery or assist in the delivery of specific ICT requirements of non-ICT projects.

#### 5.5.1 Provide resource support for the PMO office

#### 5.5.2 Assist in documenting project files (including body of evidence) in accordance to the SDLC methodology and project management framework

#### 5.5.3 Assist with the coordination of projects

### 5.6 ICT Operations

The Service Provider shall provide support and enhancement services as and when required for the City Power Solutions including 2<sup>nd</sup> and 3<sup>rd</sup> line support, onsite support, hardware repairs and software support with a relevant support partner option of gold or silver. The service provider shall provide critical spares as and when required. This is applicable but not limited to the following systems/applications/Tools:

#### 5.6.1 Network Support

#### 5.6.2 Server Administration

❖ Linux

❖ Unix

❖ DellEMC

❖ VMWare

❖ HP Servers

❖ Microsoft OS

#### 5.6.3 Database Administration



5.6.4 Application Support

5.6.5 Backup Administration

5.6.6 Systems Administration

5.6.7 CISCO Network

## 5.7 Application Enhancements, Maintenance, and Support

The Service Provider shall provide support and enhancement services including integration to other third party systems within City Power as and when required for the City Power Solutions. The service provider will be required to provide 2<sup>nd</sup> and 3<sup>rd</sup> line support, onsite support, and software support with a relevant support partner option of gold or silver. This is applicable but not limited to the following systems/applications/Tools:

5.7.1 SAP

5.7.2 Microsoft

5.7.3 Oracle

5.7.4 Integration Bus (ESB)

5.7.5 Business Intelligence (BI) and Visualization

5.7.6 SCADA

5.7.7 Outage and Workforce Management System

5.7.8 Metering Systems

5.7.9 GIS (Geographic Information System)

5.7.10 Service desk solution

5.7.11 Case Management

5.7.12 SharePoint

5.7.13 Configuration of Application Servers

5.7.14 Vendor Invoice Upload System

5.7.15 Configuration, troubleshooting and maintenance of City Power website and customer portal

## 5.8 Data and Process Management

### 5.8.1 Data Management

5.8.1.1 Development of data management strategy and framework

5.8.1.2 Data Audits and collection

5.8.1.3 Data Modelling

5.8.1.4 Master Data Definition

5.8.1.5 Data Integration

5.8.1.6 Document Management framework

5.8.1.7 Document Management template

5.8.1.8 Review and development of data management policies and procedures

## 5.9 Data warehouse support

City Power requires support in data warehouse to ensure that the data warehouse remains the foundation for valuable insights (i.e., ETL processes are running correctly, data quality management is in place, new KPIs are calculated).

The successful shall ensure that the following deliverables are met:

- 5.9.1 Provide data administration services: create rules to ensure that the data is clean and accurate, add new data sources and load new data, adjust ETL processes.
- 5.9.2 Monitor the performance and capacity of the data warehouse – query running times, the correctness of data transformations or a data backup.
- 5.9.3 Resolve the identified issues.

## 5.10 Business Intelligence

The Successful bidder shall support City Power in enabling executives to take effective decisions and help users in providing accurate reports by retrieving information from the main data source. City Power is aiming to create Big Data environment with the purpose to record data, operate data, analyze data for both structured and unstructured to enhance the operational and customer output. Ensures end-to-end traceability and reports but not limited to the following:

- 5.10.1 Build lasting solutions to surface critical data and performance metrics
- 5.10.2 Understand the business needs and produce insightful analyses business, marketing, content, and product teams
- 5.10.3 Build robust relationships with key business stakeholders
- 5.10.4 Help colleagues to access the right data and understand what it reveals
- 5.10.5 Create hypotheses, collect data to either support or disprove the hypothesis and recommend solutions to help move a metric
- 5.10.6 Working with data engineers, you will build and own the analytics layer of our team's data environment to make data standardized and easily accessible
- 5.10.7 Effective analysis is only possible with good data - be a champion of data accessibility, accuracy and quality for the business by partnering with our Data and Technology groups
- 5.10.8 Align and partner with key business leaders to understand business objectives, Key Performance Indicators and measurements of success
- 5.10.9 Partner with engineering team to identify what information should be collected for new feature launches
- 5.10.10 Create scalable reporting solutions, data visualizations, or dashboards to track most important metrics and identify trends

## 5.11 Process Management

Currently, City Power is using BizAgi as standard business process management system and Microsoft Visio for mapping its processes. As part of the continuous improvement journey, the enterprise has taken a decision to standardise the way it develops and manages its processes.

City Power is looking for a state-of-the art and proven Data and Business Process Management (BPM) competent service provider that will provide, but not limited to, the following:

- 5.11.1 Value Chains and Process re-engineering
- 5.11.2 Value Chains and Process Modelling

5.11.3 Process Automations

5.11.4 Productivity Studies

5.11.5 Business Analysis

5.11.6 Value Chains and process integration and dependency definition

5.11.7 Definition of Value chains and process framework modelling notation

## 5.12 ICT Governance and Compliance

The successful bidder shall provide ICT Governance services that enables City Power compliance with internationally recognized ICT Governance Frameworks and best Practices but not limited to the following:

5.12.1 Creating awareness of ICT Governance and COBIT as a supporting ICT Governance Framework

5.12.2 ICT Governance Capability Maturity Assessment

5.12.3 Implementation of ICT Governance Capability Assessment recommendations

5.12.4 ICT Governance roadmap development

5.12.5 Reviewing of ICT Governance Framework and processes

5.12.6 Reviewing of ICT Strategies

5.12.7 Development of a smart grid technology roadmap and implementation plan

5.12.8 Reviewing of ICT Policies, Standards and recommend additional Policies

5.12.9 ICT Business Continuity strategy and implementation

5.12.10 Information Security Awareness and Training

5.12.11 Annual Internal and external penetration testing

5.12.12 To assist with the development of ICT Job Profiles

5.12.13 Definition of the ICT compliance universe

5.12.14 Task Grading as a service

5.12.15 Org Publishing

5.12.16 Definition of ICT Job Profiles

## 5.13 Change Management

The successful service provider shall ensure that all changes to the City Power ICT environment are in line with the technology architecture and introduced and controlled, in an organized manner, which limits the impact on availability of ICT services to business. Its responsibilities are not limited to the following:

Change Management actions have to focus on fostering the successful adoption of new applications and processes in City Power, making a smooth transition from existing to current applications and processes, enabling realisation of the City Power business case

Taking into account the existing environment and focus, the actions around change management have to concentrate on:

5.13.1 Business process ownership

5.13.2 Stakeholder communication and buy in

5.13.3 Communication to the wider City Power, building excitement through successes

5.13.4 Prepare of all users on the change impact of the implementation

5.13.5 Post go-live support

5.13.6 Measurement of successes

5.13.7 Report to top management on buy in progress

## 5.14 ICT Security

City Power seek to requires assistance from professional service provider who will assist in researching, developing, implement, test and review an organization's information **security** in order to protect information and prevent unauthorized access. Thereby protecting systems by defining access privileges, control structures, and resources.

The successful service provider will be expected to deliver ICT security services but not limited to the following:

- 5.14.1 Conduct internal and external vulnerability tests
- 5.14.2 Review ICT cyber security strategy
- 5.14.3 Provide ICT security related advisory services and support
- 5.14.4 Provide ICT security resource support (certified ICT security specialist)
- 5.14.5 Provide ICT technology support

## 5.15 Regulations and Legislations

The successful bidders shall adhere to the following Legislations and regulations:

- 5.15.1 Constitution of the Republic of South Africa No. 108 of 1996 as amended
- 5.15.2 Disaster Management Act No. 57 of 2002
- 5.15.3 Electronic Communications and Transactions (ECT) Act No. 36 of 2005
- 5.15.4 General Intelligence Laws Amendment Act No. 11 of 2013
- 5.15.5 Minimum Information Security Standards (MISS) of 1996
- 5.15.6 National Archives Act No. 43 of 1996
- 5.15.7 National Treasury Risk Management Framework
- 5.15.8 Promotion of Access to Information (PAIA) Act No. 2 of 2000
- 5.15.9 Protection of Personal Information (POPI) Act No. 4 of 2013
- 5.15.10 Public Administration Management Act No. 11 of 2014
- 5.15.11 Public Finance Management Act No. 29 of 1999 , as amended
- 5.15.12 Public Service Act No. 103 of 1994 as amended
- 5.15.13 Public Service Regulations of 2001 as amended
- 5.15.14 Regulation Of Interception of Communications and Provisions Of Communication Related Information Act of 2002

### 5.16 Anticipated OT/IT Initiatives

City Power ICT is responsible for systems continuity and align to overall ICT strategy and City Power Business plan. The Service Provider must be certified in the requested area of expertise and be able to provide turnkey solution within such area

The following are some of the projects that are required to be implemented that requires ICT Intervention:

Item	Programme	Objective/ motivation/ risk to be addressed	Output/Impact
1.	Cloud Computing – Prepaid (Suprima) High Availability Infrastructure	Provide High Availability for Prepaid electricity systems.  Provide Prepaid system Disaster Recovery.	Ensure business continuity for Customer prepaid vending  Minimise vending system failures  Address Audit Findings
2.	Microsoft Exchange Upgrade	Upgrade of Microsoft Exchange	To enable the organization to conduct business more effectively.  •Improve Productivity •Ensure Business Continuity
3.	SharePoint Upgrade	Upgrade of SharePoint	To enable the organization to conduct business more effectively.  •Improve Productivity •Ensure Business Continuity
4.	KVS Upgrade	Upgrade of KVS Enterprise Vault e-mail archiving solution.	To enable the organization to conduct business more effectively.
5.	VMWare Upgrade	Upgrade of the VMWare environment.	This will provide stable and reliable VM environment.
6.	Telco Network upgrade and support	Provide network connectivity to bring back information from the substations – SCADA, Quality of Supply Metering, Protection Relays & Intertripping, Physical Security Access Control & Surveillance Alarms.	Real-time information for quick decision-making.  Minimise Outages.
7.	Mobile Solutions support	Provide access to business processing anytime, anywhere through mobile devices.  Management of mobile device access security to City Power Network.	To enable the organization to conduct business more effectively.  •Reduce Operational Costs •Improve Service Delivery •Improve Productivity •Ensure Business Continuity •Provide Staff and Customer with greater flexibility •Real Time Return On Investment •Return Customer Loyalty

8.	Implement Network Access Control	ICT Network Access is not protected from rogue equipment being connected to the Corporate City Power Network and this may lead to Security Vulnerabilities	<p>To protect and secure the City Power ICT Corporate Network from unauthorised access with rogue devices.</p> <p>Protection against rogue devices connecting to the City Power corporate ICT Network.</p> <p>Address Audit Findings – Cyber Security</p>
9.	Backup Solution (Systems and Applications) support	<p>Disk-disk-tape back-up solution ICT is currently only backing up from Disk to Disk.</p> <p>Data is only kept for 5 years whereas with tape solution implemented it can be kept for longer.</p>	<ul style="list-style-type: none"> <li>•To backup from Disk to Disk and to create a long-lasting backup on tape</li> <li>•We have a Tape library that is not currently in use</li> <li>•The disk-to-disk-to-tape backup enables quick access to data from a disk medium, and stores exactly the same data on tape</li> </ul>
10.	Backup Solution (Desktops and Laptops) support	Connected Backup (DataPro) The business does not have a backup system for Laptops and Desktops currently in	Provide backup for desktops and Laptops.
11.	LAN (Local Area Network) support	Installation of new LAN and Hardware	<ul style="list-style-type: none"> <li>•This will provide stable access network with adequate bandwidth to support access to applications and systems. This will improve system performance, end-user experience and business continuity.</li> </ul>
12.	ICT Security Upgrade	Upgrade ICT security to minimise/eliminate security vulnerabilities and protect City Power from Cyber Threats.	<ul style="list-style-type: none"> <li>•To provide a secure ICT environment.</li> <li>•Address Audit Findings</li> </ul>
13.	SAP Upgrade to SAP Hana	Enhance Operational efficiency and optimising business processes	<ul style="list-style-type: none"> <li>•Reduction in data footprint</li> <li>•100 times faster reporting</li> <li>•Embedded AI technology</li> <li>•Real-time advanced analytics</li> <li>•Streamlined data display</li> <li>•Competitive edge and better workflows</li> <li>•Flexible deployment options</li> </ul>

## 6 GENERAL REQUIREMENTS

- 6.1 Short term skilled resource pool as and when required at a pre-negotiated hourly rate
- 6.2 Knowledge transfer to City Power Staff
- 6.3 Documentation of all work performed as per City Power requirements
- 6.4 Technical specification development as and when required.
- 6.5 All work will be carried out locally at the City Power offices unless otherwise agreed upon by both parties
- 6.6 Training relating to any of the above listed ICT services
- 6.7 Provide monthly performance reports for all requests when required.
- 6.8 Agree on a pre-determined SLA for all Services
- 6.9 Have performance & SLA review meetings
- 6.10 Provide detailed proposals and quotes for all ICT Services and configurations before work can commence
- 6.11 All work performed must conform to City Power Governance change control process
- 6.12 Conform to City Power Documentation Standards and Policies
- 6.13 Be able to provide remote support
- 6.14 Sign declaration of confidentiality
- 6.15 Align to ITIL framework
- 6.16 Aligning to IT Governance Framework – COBIT
- 6.17 Aligning to Reporting and Corporate Governance – KING IV
- 6.18 Aligning to ICT Strategy
- 6.19 Aligning to ICT Policies
- 6.20 Ensure that the necessary ethical culture, structures (including outsourcing), policies, procedures, processes, mechanisms and controls regarding all aspects of ICT use (business and ICT) are clearly defined, implemented and enforced
- 6.21 Ensure that ICT performance is assured through independent audit
- 6.22 Ensure Intellectual property in information systems is appropriately protected
- 6.23 Determine overall ICT capital expenditure levels based upon merit of initiatives and overall financial constraints
- 6.24 Review ICT performance metrics to track ICT performance
- 6.25 Provide input into timing and scope of initiative project plans
- 6.26 Finalize prioritisation of major initiatives
- 6.27 Provide approval of major initiatives
- 6.28 Review and advice on ICT & smart grid strategy
- 6.29 Review expenditures for major initiatives or significant changes from plan
- 6.30 Review status of major initiatives where applicable
- 6.31 Review significant changes to ICT standards, as recommended by the Architecture & Innovation Committee that have financial or organizational impact

## 7 SERVICE AVAILABILITY

The service availability is 24/7 which means that any maintenance work or changes etc. should be planned and implemented in such a way that the service availability is not affected and the implementation of such done during Maintenance window with City Power personnel.

## 8 SERVICE REQUESTS

Any Service Request that is deemed critical to the City Power business, by City Power representative, especially if the service request is regarding an incident that causes an interruption to the City Power Business, then Service provider is expected to respond within one (1) hour with an acknowledgement and possible information that will assist City Power in resolving that critical problem. The Service Provider is also expected to be working on the problem within 3 hours and the problem to be resolved within 4 hours from commencement.

## 9 REQUEST FOR QUOTATION

The Service Provider shall respond with a quotation within 8 hours i.e. one (1) business day or Next Business Day.

## 10 REQUEST FOR PROPOSAL

The Service Provider shall respond with a proposal within 3 days. All proposals must include deliverables, duration and costing. On acceptance of a proposal by City Power, Service Provider shall enter into an SLA with City Power for the delivery of the proposed services.

## 11 TRAINING

The service provider shall provide training and skills transfer for all services rendered.

The training required will includes but not limited to the following:

- 11.1 Skills transfer
- 11.2 Online training
- 11.3 Classroom training
- 11.4 OEM training
- 11.5 Specialized training which includes certifications.

## 12 DOCUMENTATION

The service provider shall make all documentation available for all services rendered. The documents must be editable in word, other Microsoft formats.

All the tasks and projects executed by successful bidders shall be accompanied with related documentations aligning to City Power ICT Governance

## 13 QUALITY MANAGEMENT

A Quality Management Plan/System shall be set up in order to assure the quality of services and systems during design, development, production and servicing. Guidance on the requirements for a quality management system may be found in the following standards: ISO 9001:2015. The details shall be subject to agreement between the City Power and Supplier/Contractor.

## 14 HEALTH AND SAFETY

A Health and Safety Plan/System shall be set up in order to ensure proper management and compliance of the services and systems during installation, operation, maintenance, and decommissioning phase/s. Guidance on the requirements of a Health and Safety Plan/System may be found in OHSAS 18001:2007 standards. This is to ensure that the asset/service conforms to standard operating procedures and City Power SHERQ Policy. The details shall be subject to agreement between City Power and the Supplier/Contractor.

## 15 ENVIRONMENTAL MANAGEMENT

An Environmental Management Plan/System shall be set up in order to ensure the proper environmental management and compliance of the of services and systems during their entire life cycle (i.e. during design, development, production, installation, operation and maintenance, decommissioning as well as Rehabilitation, Recycling or Disposal phase/s). Guidance on the requirements for an environmental management plan/system



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may be found in ISO 45000:2018 standards. The details shall be subject to agreement between City Power and the Supplier. This is to ensure that the asset created conforms to environmental standards and City Power SHERQ Policy.

**ANNEX A – BIBLIOGRAPHY**

None

ANNEX B - REVISION INFORMATION

DATE	REV. NO.	NOTES
September 2022	1	Second issue