

PART 3: SCOPE OF WORK

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C3.1: EMPLOYER’S SERVICE INFORMATION

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1 Description of the service

1.1 Executive overview

A contract is required for the repair and support of Motorola ACE3600 Remote Terminal Units (RTU) and Front end processors (FEPs) that are deployed in the Eskom Telecommunications Network. The Environmental Alarm System (EAS) is responsible for gathering status information from remote sites. This information provides ET with the ability to proactively respond to faults or alarms, to provide protection against overheating of telecommunication equipment, security and general visibility to a site. The alarms also help in analysing faults that occur in the ET network and the timeous response to network faults which as a result makes it possible to meet SLAs.

The support on this contract excludes maintenance and upgrades of the management system.

Environmental Alarm Systems (EAS) equipment support and repair services on an as and when required basis for a period of five (5) years.

1.2 Employer's requirements for the service

Repair and Support of Motorola ACE3600 Remote Terminal Units (RTU) and Front end processors (FEPs) that are deployed in the Eskom Telecommunications Network. The Environmental Alarm System (EAS) is responsible for gathering status information from remote sites. This information provided ET with the ability to proactively respond to faults or alarms, to provide protection against overheating of telecommunication equipment, security and general visibility to a site. The alarms also help in analysing faults that occur in the ET network and the timeous response to network faults which as a result makes it possible to meet SLA's.

The *Contractor* is expected to quote on the repair and support of equipment in the SOW (Scope of Work) 240-114810229

After carrying out the repairs, the *Contractor* is also expected to return the repaired units to the warehouse Eskom Telecommunications' warehouse in Germiston.

1.3 Interpretation and terminology

The following abbreviations are used in this Service Information:

Abbreviation	Meaning given to the abbreviation
ET	Eskom Telecommunications
RTU	Remote Terminal Units
FEP	Front end processors
EAS	Environmental Alarm System
SOW	Scope of Work
SLA	Service Level Agreement
CSR	Customer Service Request

2 Management strategy and start up.

2.1 The Contractor's plan for the service

All works are to be provided in accordance with the standards provided in the scope of works document attached with this contract. All works are governed by the legislative requirements as outline in the constitution and legal frameworks in the protectorate governed by the Republic of South Africa and which is due for amendment from time to time. The *Contractor* shall only repair the equipment and/or provide support services upon receipt and acceptance of an official task / purchase order from Eskom Telecommunications.

2.2 Management meetings

Management meetings will be held as and when required.

All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting. Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the *conditions of contract* to carry out such actions or instructions.

2.3 Contractor's management, supervision and key people

2.4 Provision of bonds and guarantees

The form in which a bond or guarantee required by the *conditions of contract* (if any) is to be provided by the *Contractor* is given in Part 1 Agreements and Contract Data, document C1.3, Sureties.

The *Employer* may withhold payment of amounts due to the *Contractor* until the bond or guarantee required in terms of this contract has been received and accepted by the person notified to the *Contractor* by the *Service Manager* to receive and accept such bond or guarantee. Such withholding of payment due to the *Contractor* does not affect the *Employer's* right to termination stated in this contract.

2.5 Documentation control

All contractual correspondence between *Contractor* and *Employer* shall be in the form of a properly compiled letter, dated and bearing the approved letterhead.

The *Employer* shall maintain a record of all contractual communications.

The *Contractor* shall manage Documentation and Records in accordance with ISO 9001:2015 requirements. All documents that shall become the property of the *Employer* shall comply with ISO 9001:2015 requirements.

2.6 Invoicing and payment

After completion of services as per individual task order / purchase order, the *Contractor* provides the *Employer* with a tax invoice showing the amount due for payment equal to the services completed and aligned with the task order / purchase order.

The *Contractor* shall address the tax invoice to
Eskom Holdings SOC Limited – Finance Department

and include on each invoice the following information:

- Name and address of the *Contractor* and the *Service Manager*;
- The contract number and title;
- *Contractor's* VAT registration number;
- The *Employer's* VAT registration number **4740101508**;
- Description of service provided for each item invoiced based on the Price List;
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT;

Invoices to be submitted electronically to invoicesseskomlocal@eskom.co.za

Electronically submitted must be sent in PDF format ONLY. Each PDF file should contain only one invoice, however the email may contain more than one PDF file.

Please ensure that the Eskom Order number is clearly indicated on your invoice together with the line number on the order you are billing for.

All queries and follow ups on invoice payments should be made by contacting the Finance Shared Services (FSS) contact Centre on 011 800 5060 or email fss@eskom.co.za

2.7 Contract change management

Changes to the contract shall be approved by the relevant authority of the *Employer*

2.8 Records of Defined Cost to be kept by the Contractor

The offer as submitted by the contractor needs to make provision for all costs to ensure that the scope of works as attached by this document is satisfied.

2.9 Training workshops and technology transfer

Not applicable.

2.10 Design and supply of Equipment

Not applicable.

2.11 Things provided at the end of the *service period* for the *Employer's* use

2.11.1 Equipment

Repaired equipment to be returned to ET Stores.

2.11.2 Information and other things

None.

2.12 Management of work done by Task Order

Work is only to proceed upon receipt and in accordance with an official task order / purchase order.

3 Health and safety, the environment and quality assurance

3.1 Health and safety risk management

The Contractor shall at all times comply with the health and safety requirements prescribed by law as they may apply to the services, these includes Occupational Health and Safety Act 85 of 1993 and its regulations, Compensation for Occupational Diseases and Illnesses Act 130 of 1993 and Disaster Management Act, 2002 (Act No. 57 of 2002) and its Regulation on COVID 19.

The Contractor shall comply with the health and safety requirements contained in the OHS Specification 240-165916018 and Contractor Health and Safety Requirements standard 32-136.

Eskom rules should be acknowledged with all signatures in place on the prescribed template - 240-77471499. Submission of valid letter of good standing is contractual.

The Contractor shall be expected to submit OHS/SHE file before commencement of work and go through an ESKOM induction.

3.2 Environmental constraints and management

The *Contractor* shall comply with the environmental criteria and constraints stated in the enquiry documents.

3.3 Quality assurance requirements

The tenderer must provide a detailed Quality Management Plan that will be utilised to manage the *Works* A detailed daily site diary must be maintained and that the following details amongst others, Staff details, Visitors details, Tools and Equipment details, Weather details, Record of risk assessment, Records of equipment repair/maintenance, reports of re-occurring breakdowns/repairs, Records of meetings and Daily Progress must be included.

- The Contractor shall have an established Quality Management System according to the ISO9001:2015 Requirements.
- The Contractor shall manage Documentation and Records in accordance with ISO 9001:2015 requirements.
- The contractor shall have a Quality Method statement based on scope for each activity tendered for detailing the systems that will be implemented to meet the applicable requirements and records/reports to be submitted to the Employer as evidence of successfully meeting the requirements for each activity stated on section 3.1, 3.2 and 3.3 of the scope of work for ACE3600 Remote Terminal Units (RTU) and End Front Processors 240-114810229

4 Procurement

There is a cross reference from the core clause 11.2(6) definition of Disallowed Cost to the Service Information regarding procurement procedures. This part of the Service Information MUST include any such procedures to be able to administer Disallowed Cost.

4.1 People

4.1.1 Minimum requirements of people employed

Specify any constraints relating to people employed to Provide the Service; for example permits for foreigners, training (other than H & S), use of labour from designated areas and industrial relations.

4.1.2 BBEE and preferencing scheme

Specify constraints which *Contractor* must comply with after contract award in regard to any Broad Based Black Economic Empowerment (B-BBEE) or preferencing scheme measures.

4.1.3 Accelerated Shared Growth Initiative – South Africa (ASGI-SA)

If the ASGI-SA requirements are to be included in this contract specify constraints which *Contractor* must comply with after contract award in regard to any ASGI-SA requirements. The ASGI-SA Compliance Schedule completed in the returnable tender schedules is reproduced here. If ASGI-SA does not apply, delete this paragraph.

The *Contractor* complies with and fulfils the *Contractor's* obligations in respect of the Accelerated and Shared Growth Initiative - South Africa in accordance with and as provided for in the *Contractor's* ASGI-SA Compliance Schedule stated below

[Insert the agreed ASGI-SA Compliance Schedule here]

The *Contractor* shall keep accurate records and provide the *Service Manager* with reports on the *Contractor's* actual delivery against the above stated ASGI-SA criteria. [Elaborate on access to and format of records and frequency of submission etc.]

The *Contractor's* failure to comply with his ASGI-SA obligations constitutes substantial failure on the part of the *Contractor* to comply with his obligations under this contract.

4.2 Subcontracting

4.2.1 Preferred subcontractors

TSC3 does not make use of nominated subcontracting, but the *Employer* may list which subcontractors or suppliers the *Contractor* is required to enter into subcontracts with. This is usually only required where specialist services need to be obtained from a particular supplier or group of suppliers in order to comply with operational standards.

4.2.2 Subcontract documentation, and assessment of subcontract tenders

Specify any constraints on how the *Contractor* is to prepare subcontract documentation, whether use of the NEC system is compulsory or not (compulsory is recommended) and how subcontract tenders are to be issued, received, assessed (using a joint report?) and awarded.

4.2.3 Limitations on subcontracting

The *Employer* may require that the *Contractor* must subcontract certain specialised work, or that the *Contractor* shall not subcontract more than a specified proportion of the whole of the contract.

4.2.4 Attendance on subcontractors

State requirements for attendance on Subcontractors, if any