



## Group IT Scope of Work

### Multi-Chanel Bill Delivery (MCBD) Solution

#### 1. Scope of work/Business requirements

The supplier is required to provide the following services:

- Support of the Product (Dialogue & 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.
- Providing of any enhancements or updates to Eskom that have been released by either OpenText Exstream or Macro4.
- Providing of any new versions, releases of the products that have been released by OpenText Exstream or Macro4.
- Telephonic support - Eskom classified the MCBT systems as business-critical application. These applications require a 24/7 support with quick turnaround times. In the event that the high severity issue is reported, and solution has not been identified, the supplier is required to make the Technical Support resources available through teleconference discussions to assist with the resolution.

#### DOCUMENT ACKNOWLEDGEMENT

*By signing this document, the people listed record their agreement on the contents of this document.*

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