

<b>Description of Request</b>	The provision of AVEVA Predictive Analytics Software License Support and Maintenance for a period of 5 years
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### 1. High level background

Eskom requires Software License Support and Maintenance services for 5 years, on the existing AVEVA Predictive Analytics licenses, already implemented across the Eskom Generation Power Stations, as stated below:

<b>Predictive Analytics Software Suite (includes Predictive Analytics Server, Web, Unlimited Clients) - 80 units</b>			
<b>Site</b>	<b>Generating Units</b>	<b>Megawatt rating</b>	
Arnot	6	350	2100
Majuba	6	670	4020
Matimba	6	660	3960
Lethabo	6	600	3600
Camden	8	200	1600
Grootvlei	3	200	600
Matla	6	600	3600
Tutuka	6	600	3600
Kriel	6	500	3000
Kendal	6	700	4200
Hendrina	6	200	1200
Medupi	6	800	4800
Duvha	5	600	3000
Kusile	3	800	2400
Kusile	1	580	580
<b>TOTAL</b>	<b>80 Units</b>		<b>42260 MW</b>

### 2. Scope of work/Business requirements

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

AVEVA Predictive Analytics Software Licenses Support and Maintenance services on the existing Eskom License Inventory as follows:

- Telephone and email consultation associated with technical software questions during normal working hours (8:00 a.m. to 5:00 p.m. Central Time Zone).
- All enhancements, upgrades, and refinements included in releases to the AVEVA Predictive Analytics software, which are normally supplied in the course of product development.
- Any changes or updates to the documentation as a result of program maintenance.


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- Private access to the AVEVA support site.
- Software Releases
  - o Bi-annual major release
  - o Ad-hoc releases

**Eskom License Inventory:**

<b>Predictive Analytics Software Suite (includes Predictive Analytics Server, Web, Unlimited Clients) - 80 units</b>			
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- Current AVEVA Predictive Analytics software version in use: Version 2022 R2 P2 HF1
- License Type: Perpetual, all 80 units are active
- Deployment environment: On-Premises
- Support coverage required: AVEVA Customer First Agreement terms, Eskom is a Premium CFA User, On-site support is excluded.
- Responsibility for software upgrades and testing: Access to Software upgrades and patching is included in the AVEVA Customer First Agreement, the implementation and testing is excluded and will be done internally by Eskom.
- No pricing for Upgrades, Implementation and Testing should be included. The scope is for AVEVA Predictive Analytics Software Licenses Support and Maintenance services only.

	<b>TENDER SCOPE OF WORK</b> <b>Group Information Technology</b>	<b>Template Identifier</b>	240-IT042	<b>Rev</b>	1	
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**2.2. Training/Transfer of skills:**

Not Applicable

**3. Service Level Agreement requirements**

**3.1 AVEVA Customer First Program – Premium Level Support terms will apply:**

<b>Priority</b>	<b>Metrics</b>	
	<b>Mean Time To Respond (Initial Response Target) Hrs</b>	<b>Update Frequency</b>
<b>P1- Critical</b>	<b>1</b>	<b>12 hours</b>
<b>P2 - Serious</b>	<b>2</b>	<b>Once per day</b>
<b>P3 - Moderate</b>	<b>12</b>	<b>4 Days</b>
<b>P4 - Informational</b>	<b>16</b>	<b>5 days</b>

**3.2 System Classification**

The AVEVA Predictive analytics software has been classified as Life of Plant by the business and a Safety Critical system in Group Technology, this means that failure of the system function may result in injury or death to human beings and /or significant loss of revenue. With the Time loss/RTO of < 8 hours, and Data Loss/ RPO = 0

**3.3 SLA Measurement & Monitoring**

Performance will be monitored against the AVEVA Customer First Premium Support SLA response and update targets (P1–P4). The supplier must provide monthly service reports reflecting:

- All logged incidents by priority level (P1–P4).
- Actual response and update times achieved vs SLA targets.
- Outstanding issues, root causes, and corrective actions.
- System availability and health indicators (where applicable).

**3.4 Governance & Review Meetings**

Quarterly operational meetings will be held between Eskom Group IT Application Operations, the Contract Manager and the supplier to:

- Review SLA performance and compliance trends.
- Discuss major incidents, preventative actions and improvement items.
- Track contract risks, including compliance and cost-related risks mentioned in the PR.

### 3.5 Performance Non-Compliance Management

Repeated non-compliance to SLA targets (P1–P4) will trigger a written Corrective Action Plan (CAP) from the supplier.

- If non-compliance persists beyond two consecutive reporting cycles, the matter will be escalated to the Senior Manager: Applications Operations for contractual remedy consideration.
- Contractual penalties or service credits will apply where the supplier fails to meet critical SLA response and update metrics.

### 4. Approvals:

<b>End user / requestor:</b>	<b>Name:</b>	Lebogang Rametsi
	<b>Designation:</b>	Middle Manager: Condition Monitoring
	<b>Date:</b>	03/03/2026
	<b>Signature:</b>	
<b>Senior Manager:</b>	<b>Name:</b>	Varsha Pillay
	<b>Designation:</b>	Senior Manager : Applications Operations
	<b>Date:</b>	3rd March 2026
	<b>Signature:</b>	