

PROVISION FOR MAINTENANCE OF IBM STORAGE AND LENOVO SERVER INFRASTRUCTURE FOR TRANSNET SOC LTD (REG. NO 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREIN REFERRED TO AS "TPT") AT ALL SIX (6) TPT DURBAN DATA CENTRES COUNTRY-WIDE FOR A PERIOD OF TWENTY-FOUR (24) MONTHS



ANNEXURE A - SCOPE OF WORK

| Document Reference | Title | No of pages |
|--------------------|--|-----------------|
| | <p>PROVISION FOR MAINTENANCE OF IBM STORAGE AND LENOVO SERVER INFRASTRUCTURE FOR TRANSNET SOC LTD (REG. NO 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREIN REFERRED TO AS "TPT") AT ALL SIX (6) TPT DURBAN DATA CENTRES COUNTRY-WIDE FOR A PERIOD OF TWENTY-FOUR (24) MONTHS</p> | <p>4</p> |
| | <p>TOTAL NUMBER OF PAGES</p> | <p>4</p> |

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1 INTRODUCTION

1.1. Transnet Port Terminals (TPT), a division of Transnet SOC. Ltd invites suitable and accredited service providers to submit proposals to maintain and support the on-premises IBM and Lenovo server and storage infrastructure for a period of twenty-four (24) months.

2 BACKGROUND

2.1. Transnet Port Terminals currently has a total of six (6) data centres countrywide i.e. Durban, Richards Bay, Cape Town, Port Elizabeth, Ngqura and East London. These data centres host all TPT's applications and network equipment that run the TPT terminals.

2.2. The server and storage infrastructure has reached the end of life and out of maintenance and support and this poses a risk to business operations should the IT infrastructure fails. The mitigation is to ensure that our ICT server and storage Infrastructure is continuously maintained over the period of 24 months and to avoid disruptions to business operations.

3 OBJECTIVE

3.1. The objective of this SOW is for the service provider to engage the OEM, IBM or Lenovo, at their own cost to assist them for a period of 24 months to ensure that our ICT Infrastructure is continuously maintained and to avoid disruptions to business operations in cases of a catastrophic event.

4 SCOPE OF WORK

4.1. The scope is to put the Lenovo server and IBM storage infrastructure (bill of materials as per Annexure_A_Pricing_Schedule.xlsx) on maintenance for a period of 24 months.

4.2. The terminals are 24 x 7 x 365 so downtime must be kept to a minimum and avoided at all costs if possible. The calls must be addressed as per the following requirements:

- **Medium Priority:** If there is a non-service affecting component that has failed, response within 24 hours is acceptable.
- **High Priority:** If the server or storage has malfunctioned to the extent that the application functionality is impacted, then the response to the problem must be within 30 minutes and the repair must be completed within 4 hours.
- **Emergency:** If there is a major problem that requires a more complex resolution, then at maximum 2 hours will be accepted provided the maximum attention is provided. If the service provider cannot resolve the calls, the service provider must engage the OEM, IBM, or Lenovo, at their own cost to assist them.

4.3. For all high and emergency calls, a root cause analysis report must be compiled and presented to the IT manager within 72 hours of the incident being closed. The target SLA for availability of the hardware is 99.99%.

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5 FIRMWARE

5.1. Firmware upgrades sometimes require downtime and must be done only if it is necessary to complete a repair. If planned downtime is required, the downtime window must be agreed between the service provider and the TPT IT Manager.

6 COMPONENTS TO BE REPLACED

6.1. It is understood that some of the models of equipment being requested to be maintained are no longer being sold hence, new parts are not available. In these cases, the service provider can use refurbished parts provided they are compatible with the hardware that it is being installed on.

7 WARRANTY

7.1. For all parts used, it is the responsibility of the service provider to have a back-to-back agreement with the OEM, IBM or Lenovo for new parts purchased for the repair.

7.2. In the case of refurbished parts being used, it is the responsibility of the service provider to have additional refurbished components available should the refurbished component either fail on installation or soon after installation to ensure that system availability is not impacted.

8 COMPLETION OF WORK

- 8.1. If a component that fails, the hardware diagnostics and the hardware health check will show that the system is unhealthy.
- 8.2. After the component replacement, the health check must be clean, and the hardware diagnostics must report no errors.
- 8.3. The final test is that the application which was affected by the defected component must function as per required specification post component replacement. Once the system is stable, the IT manager will sign off the job card and release the technician.

9 SERVICE PROVIDE AND EQUIPMENT CERTIFICATION

- 9.1. The supplier must be certified to maintain IBM and Lenovo equipment as detailed in the technical evaluation criteria.
- 9.2. The parts used by the supplier to maintain the equipment must either be the original part number or a field replacement part number as per OEM specification.
- 9.3. The technician must have sufficient working experience on the make and model of the equipment as per the bill of materials. The certification and training must reflect the same.
- 9.4. All three conditions are critical and must be respected given the nature of the 24 x 7 x 365 uptime requirement of the port terminals at Transnet.

10 CONTRACT DURATION

10.1. The hardware maintenance contract shall commence on the date of signature and end in 24 months' time.

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11 MANAGEMENT MEETINGS

11.1. Regular meetings of a general nature may be convened and chaired by the IT Manager as follows:

| Title and purpose | Approximate time & interval | Location | Attendance by: |
|---|-----------------------------|-----------------|---|
| Overall contract progress and feedback. | Monthly | Microsoft Teams | Senior Manager Support Services, the terminal IT Managers and Service Provider, Contracts Manager |

11.2. The service provider must keep minutes of the meeting. The hardware diagnostics for all hardware as per bill of materials in Annexure_A_Pricing_Schedule.xlsx with a report per day must be discussed.

11.3. The target SLA for availability of the hardware is 99.99% and the actual against SLA must be presented and discussed.

11.4. All incidents and calls attended to must be discussed. The performance of the service provide will be rated as per agreed SLA.

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