



## **ANNEXURE A**

### **Scope of work Document**

#### **For**

#### **Qlik Elite Licence Support and Maintenance**



Table of Contents

CONTENTS

<b>TABLE OF CONTENTS.....</b>	<b>2</b>
<b>1. DOCUMENT OVERVIEW .....</b>	<b>3</b>
<b>2. OVERALL OBJECTIVE.....</b>	<b>3</b>
<b>3. SCOPE OF WORK.....</b>	<b>3</b>
<b>4. PRICING.....</b>	<b>4</b>
<b>5. DURATION.....</b>	<b>4</b>

## **1. Document Overview**

This is the Scope of Work (SoW) for Support and Maintenance of Qlik Licenses .

## **2. Overall Objective**

Qlik Reseller to supply Support and Maintenance to the current Qlikview licenses which will enable ACSA to use services for Airport operations and other systems.

## **3. Scope of work**

Qlik Elite Reseller shall provide the following Support Services to Airports Company South Africa:

### **Helpdesk Services**

These Support Services are provided over the phone or via email to address queries relating to the functions and operation of the Software. Telephone support is offered through a special telephone number (at present 0861-qlikvw). Support through e-mail is given via support@IS.co.za.

Support Services via helpdesk is given during the normal office hours of the Service Provider. This support is normally given within 24 hours, calculated from the moment the Service Provider received the request for telephone support from the End User and the End user has provided all the necessary information to address the query.

Normal Office hours are 08:30 – 17:00 on week days (Monday to Friday) excluding holidays.

### **Upgrade Services**

These services address the upgrade process which can occur whenever a new version of the Software is released. The Company will be notified of any such release and will be entitled to receive a free copy of the updated Software at no extra charge. The Software will be provided on a CD or any other digital medium together with documentation in printed or electronic form.

### **Other support requirements**

Qlik elite reseller shall assist with training of the system as and when required at no additional cost.

If The Company needs support that falls beyond the scope of the Helpdesk Services (e.g. Business Consulting, development of Data Models, etc.) The Supplier will, after an inquiry

is made via the helpdesk, assist The Company by transferring the issue in question to one of The Service Provider's consultants for further assistance.

#### **4. Pricing**

Bidders must provide ACSA with a quote for;

- **Support and maintenance of Qlikview platform**

#### **5. Duration**

Qlikview License Support and Maintenance must be for a period of two (2) years.