	TENDER SCOPE OF WORK Group Information Technology	Template Identifier	240-IT042	Rev	1
		Effective Date	April 2023		
		Review Date	April 2028		

Description of Request	Subscription Licence, Support and Maintenance on the BEST solution For Period of Five (5) Years
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1. High level background

Accounts Payable is one of the main functions performed by Shared Services. Account Payable (AP) has the following sub-functions:

- Invoice processing,
- releasing,
- payments runs,
- vendor reconciliation,
- reactive expediting and
- GRIR Management. (known as Vendor Statement Reconciliation – VSSR)

Eskom uses the BEST application within these processes.

2. Scope of work/Business requirements

2.1. Description and volumes of the product/service requested:

Renewal of the BEST licences

Eskom require licenses to process around 4000 vendor statements and 90000 creditor transactions monthly via 1 SAP installation number.

Support for the BEST solution

Access to BEST subject matter experts and be able to request assistance from vendor through a call logging system for product related incidents experienced in Eskom. Eskom will require BEST specialist to deploy Eskom specific functionality on a time material basis.

Maintenance of the BEST solution


Access to solution updates to ensure that the solution is compatible to newer versions of SAP as and when Eskom deploys it. Note this should not be at an additional cost to Eskom.

Software updates and patches (bug fixes etc) for the BEST solution must be available to Eskom.

2.2. Training/Transfer of skills:

Training of SAP CoE specialists on the product's technical capability and configuration/development.

Provide eLearning/classroom-based training for new Eskom users.


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3. Service Level Agreement requirements

Service Level Requirements will follow the existing Eskom standard. Full detail, including definition of severity, attached as Annexure A.

Priority Code	Target Response Time	Target Resolution
P1 – Critical	1 Hour	4 Hours
P2 – High	1 Hour	8 Hours
P3 – Medium	1 Hour	16 Hours
P4 – Low	1 Hour	40 Hours
P5 – Request for Service	8 Hours	80 Hours

4. Approvals:

End user / requestor:	Name:	Elainne Adams
	Designation:	ISSM
	Date:	26 September 2023
	Signature:	
Senior Manager:	Name:	Varsha Pillay
	Designation:	Senior Manager AO
	Date:	26th September 2023
	Signature:	