

Template Identifier	240-IT042	Rev	1
Effective Date	April 2023		
Review Date	April 2028		

Description of Request	Toad license subscriptions, support and maintenance for a period of five (5) years
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1. High level background

The supplier is required to provide Toad for Oracle license subscriptions with quantities specified below and support and maintenance for a period of 5 Years.

2. Scope of work/Business requirements

The scope of work covers the following licence list and the associated numbers:

- Provision of Subscription Licenses

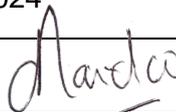
Product	Number
Toad for Oracle Base Edition	70
Toad for Oracle Expert	15
Toad Data Modeller	10
Toad Data Point	10

- Support and Maintenance of the Software
 - Bug fixes
 - Software configuration
 - Issue of patches
 - Issue of latest versions
 - Other/general software related support

3. Service Level Agreement requirements

- a. Support response time for 24/7.
- b. New version roadmap sessions

4. Approvals:

End user / requestor:	Name:	Siva Naidoo
	Designation:	Information Systems Support Manager
	Date:	06/02/2024
	Signature:	
Senior Manager:	Name:	Varsha Pillay
	Designation:	Senior Manager Application Operations
	Date:	13th February 2024
	Signature:	