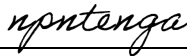


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|                                                                                   |                                                        | Review Date         | October 2027 |     |   |

|                                                                                                           |                                                      |                    |                                                                                     |                       |  |
|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------|-----------------------|--|
| <b>PLANT AREA:</b> Matla Power Station                                                                    |                                                      |                    |                                                                                     |                       |  |
| <b>TITLE:</b> Provision of Telephone Management System at Matla Power Station for a period of Three years |                                                      |                    |                                                                                     |                       |  |
| REF:QA/QC 002                                                                                             |                                                      | Reference Rev No:1 |                                                                                     | MULTIDISCIPLINARY: No |  |
|                                                                                                           |                                                      |                    |                                                                                     | Plant Level: All      |  |
| COMPILED BY                                                                                               | Name: Nothando Ntenga<br>End User                    | Signature:         |  | Date: 2026.02.17      |  |
| APPROVED                                                                                                  | Name: NA Gumbi<br>Line Manager                       | Signature:         |  | Date: 2025/02/18      |  |
| APPROVED                                                                                                  | Name: Elias Katasa<br>Group Manager                  | Signature:         |  | Date: 02/03/2026      |  |
| REVIEWED                                                                                                  | Name: Bontle Mahura<br>Quality Department            | Signature:         |  | Date: 09/03/2026      |  |
| REVIEWED                                                                                                  | Name: Lynton Mudau<br>Occupational Health and Safety | Signature:         |  | Date: 09/03/2026      |  |
| REVIEWED                                                                                                  | Name: Zodwa Zimu<br>Environmental Department         | Signature:         |  | Date: 11/03/2026      |  |
| ACCEPTED                                                                                                  | Name:<br>Outage Manager/Maintenance manager          | Signature:         |                                                                                     | Date:                 |  |
| ACCEPTED                                                                                                  | Name:<br>AIA                                         | Signature:         |                                                                                     | Date                  |  |

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**NB: Do not tamper with the template.**

### GENERAL

- Data books, reviews, reports, and diagrams/drawings shall be submitted to Engineering after the completion of the work. Engineering to forward the data books to Quality Department (Document Control)
- All QCP's to be submitted to Engineering and Quality for approval prior to outage/project or maintenance work commencement.

|     | SCOPE OF WORK<br>DESCRIPTION / ACTIVITY | PROCEDURE, SPECIFICATION,<br>ENG. REQUIREMENTS / DOCUMENTATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | HOLD POINTS,<br>WITNESS, REPORTS | RESPONSIBLE<br>PARTY |
|-----|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------|
| 1.1 | Occupational Health and Safety          | <ul style="list-style-type: none"> <li>Health and safety file should be approved by Safety risk management department prior to any work commences on site</li> <li>All work is to be done in accordance with OHS Act 85 of 1993, Matla plant procedures and Plant Safety Regulations. (240-150642762).</li> <li>Matla power station SHEQ induction must be done before access to site can be granted</li> <li>The contractor should ensure that all employees have acquired the required competency for the task they are performing.</li> <li>The contractor to ensure compliance to updated legal requirements and other requirements.</li> <li><b>BUY QUIET:</b> All stakeholders are encouraged to purchase or rent quieter machinery, equipment, and tools to reduce worker noise exposure, contribute towards compliance</li> </ul> | Eskom to witness.                | Contractor           |

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|-----|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------|
|     |                           | to OHSA noise exposure limits and ultimately reduce the risk of noise induced hearing loss.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                   |            |
| 1.2 | Environmental Management. | <ul style="list-style-type: none"> <li>All activities listed in the National Environmental Act 107 of 1998, EIA Regulations as amended, must have environmental <b>AUTHORISATION</b> before commencement of work.</li> <li>The contractor shall comply with all applicable legal and other requirements.</li> <li>The polluter pays principle will be applied.</li> <li>The contractor manager shall ensure compliance with Eskom Matla Environmental procedures to ensure the prevention of pollution (refer: OMOP 4090 and 4402).</li> <li>The last payment will be processed based on the status of the last housekeeping check sheet (Annexure C: OMOP 4402) of designated area.</li> <li>EMS file based on ISO14001 will be required.</li> </ul> | Eskom to witness. | Contractor |
| 1.3 | Quality Management        | <ul style="list-style-type: none"> <li>The contractor/executioner of work will be responsible for drawing up all QCP documentation and this must be approved by engineering and authorised by the Quality Department before commencing with the work.</li> <li>Contractors/executioner to adhere to QM 58 and OMOP4497 requirements</li> <li>Number of NCR issued can affect your next tendering process.</li> <li>The QCP shall be signed progressively by the Engineer/Supervisor, Eskom QC Inspector, Contractor QC Inspector and/or AIA.</li> </ul>                                                                                                                                                                                               | Hold point        | Contractor |

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|-----|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|     |                               | <ul style="list-style-type: none"> <li>No procuring of outage items without the approval of scopes by quality</li> <li>All outage scopes creep and scopes addition should be approved by quality</li> <li>No contractor should be in the possession of scopes for execution without the scopes approved by quality</li> <li>The contractor is subjected to quality auditing at any point in time during execution of scope</li> </ul> |  |  |
| 1.4 | Inputs from other departments |                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |
|     |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |
| 1.5 | Commissioning reference       |                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |
|     |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |

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|  | SCOPE OF WORK DESCRIPTION / ACTIVITY                            | PROCEDURE, SPECIFICATION,<br>ENG. REQUIREMENTS / DOCUMENTATION | HOLD POINTS,<br>WITNESS,<br>REPORTS | RESPONSIBLE<br>PARTY |
|--|-----------------------------------------------------------------|----------------------------------------------------------------|-------------------------------------|----------------------|
|  | Provision of Telephone Management System at Matla Power Station |                                                                |                                     | Service Provider     |
|  |                                                                 |                                                                |                                     |                      |
|  |                                                                 |                                                                |                                     |                      |
|  |                                                                 |                                                                |                                     |                      |
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## BILL OF MATERIAL

|  | Full description of Material/Spares/Equipment                                                                                                                                                   | Specifications of Material/Spares/Equipment          | Stock No | Part Number | Required Quantity |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|----------|-------------|-------------------|
|  | ESKOM Matla Power Station intends to enter into a contract for the Provision of Telephone Management System at Matla Power Station for a period of Three years (See attached works information) | All Required Testing Equipment and Training Material | N/A      | N/A         | N/A               |
|  |                                                                                                                                                                                                 |                                                      |          |             |                   |
|  |                                                                                                                                                                                                 |                                                      |          |             |                   |
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| SCOPE COMPILATION REFERENCES                                     |     |    |     |          |
|------------------------------------------------------------------|-----|----|-----|----------|
| SOURCE & Ref No.                                                 | Yes | No | N/A | Comments |
| Previous outage service reports                                  |     |    |     |          |
| Return to service data packages                                  |     |    |     |          |
| Maintenance Strategy with Rev number                             |     |    |     |          |
| SAP defects (attach list as appendix)                            |     |    |     |          |
| GHRMS (STEP) reports<br>(Generation Heat Rate Management System) |     |    |     |          |
| Online Condition Monitoring                                      |     |    |     |          |
| Pre-outage performance test results                              |     |    |     |          |
| Post outage performance test results                             |     |    |     |          |
| GPSS/ Plant Performance data on UCLF incurred                    |     |    |     |          |

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| OMS / IIRMS recommendations (Audits Reports) |  |  |  |  |
| Risk controls (IRM system)                   |  |  |  |  |
| Previous audits and reviews (e.g. ERAP)      |  |  |  |  |
| Engineering Change Requests (Projects)       |  |  |  |  |
| LOPP strategy reports                        |  |  |  |  |
| URS                                          |  |  |  |  |
| Philosophy (Outage)                          |  |  |  |  |
| Condition Monitoring Report                  |  |  |  |  |
| VA/PHD Viewer trends                         |  |  |  |  |
| Corrective Actions                           |  |  |  |  |
| CARAB reports                                |  |  |  |  |
| Statutory Requirements                       |  |  |  |  |
| Grid code requirements                       |  |  |  |  |
| Waivers and Exemptions                       |  |  |  |  |
| Calibration requirements                     |  |  |  |  |
| Previous Outage SOW variations               |  |  |  |  |
| Post Mortems Actions from previous outages   |  |  |  |  |
| Pre-Outage plant walks                       |  |  |  |  |

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|------------------------------------|--|--|--|--|
| Risk based inspection (RBI) report |  |  |  |  |
| Simulation, TOIs, OON, SI          |  |  |  |  |

#### COMMENTS

|  |
|--|
|  |
|  |
|  |

| ATTACHMENTS: DRAWINGS, SKETCHES, DIAGRAMS, INSTRUCTIONS, etc |  |
|--------------------------------------------------------------|--|
| 1                                                            |  |
| 2                                                            |  |
| 3                                                            |  |
| 4                                                            |  |
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### Service Information

Matla Power Station intends to enter into a contract for Telephone Management System (TMS) with a well-established Telecommunication Company to track and control Telephone usage and spending daily for a period of 3 years.

This Web-based Telephone Management System software should extract data from a telephone system (usually digital) and provides detailed information on calling behavior, specifically with regards to telephony costs. The TMS system should provide a holistic view of all costs associated with telecommunications spend.

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### C3.1 Service Information

#### SCOPE OF WORK

New system to be installed at Matla Power Station with multiple PBX and IP PABX. The TMS system must have capability to allow Multiple user logins to the web site which will allow multiple users to view the data simultaneously. These user logins can have limited access to data and functionality. The system should have multiple tier hierarchy for easy grouping of business Departments and Sections.

Automated reporting will be based on each tier in summary or detailed format, automated scheduled reports may be customised as per End User requirements. Multiple costings per call will enable statistical analysis of call costs on a Carrier Vs Carrier basis. The systems should also have private number suggestion report.

The system must have a user-friendly interface for easy access to comprehensive reports and analytics,

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### System Capability

- Automated reporting
- View and manage telephone calls from any web-based device
- System must be compatible with most web browsers including internet explorer. Google, Chrome, and Firefox.
- Monitoring and analysing call data and trend reporting of expenditure
- Cost allocation
- Automated notifications to users/managers
- Control private vs business usage
- Manage abuse
- Build intelligent and integrated databases
- Manage exceptions

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- Call barring functionality
- Custom alerting will be based on unauthorised Numbers, cost, duration and Budget

**The system must be able to do:**

- Automatic software upgrades.
- Automatic cost table adjustments.
- Automatic alerts on the installation integrity: if connection to Site is lost or should the PBX system stop sending call detail records
- System must be able to provide report on all calls made during the month for an estimated 800 lines.
- The system should be able to register telephone numbers and separate between employee numbers, private numbers, business numbers and the numbers of suppliers.

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- **The system must provide different reporting options:**
  - Quick reports
  - Detail reports for all calls made by each extension with incoming, outgoing calls to be identified as well as the time for each call.
  - Summary report of each call that was made per individual and department for the month
  - Top 40 calls made for the month's report
  - Private number suggestion report
  - Customized reports on request
  
- Must be able to manage and maintain departments
- Monitor of system 24 hours

|                                |                   |                  |               |
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- Redundancy system to be available / back up services to be available
- Disaster recovery methods to be in place
- Minimum of 2 user logins that are password protected
- Reports to be scheduled and forward automatically via email to the individual telephone extension users on a monthly basis.
- Weekly budget notification and reporting of miss use via email to the administrator
- Bulk process of call records including cost comparison reporting to be available
- Storage of database for at least a year
- Calls to be collected directly from the PABX via LAN.
- Soft Dongle: Hardware is required for authentication, but the collection of calls is done via the LAN.

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