



Project No: 52404

Appointment of a Service Provider for the support, repairs and maintenance of the existing Disaster Management centre communication systems and software to Nkangala District Municipality for a period of thirty-six (36) months. (Re-advert)

NKANGALA DISTRICT MUNICIPALITY



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APPOINTMENT AS SERVICE PROVIDER FOR THE SUPPORT, REPAIRS AND MAINTANANCE OF THE EXISTING DISASTER MANAGEMENT CENTER COMMUNICATIONS SYSTEMS AND SOFTWARE TO NKANGALA DISTRICT MUNICIPALITY. (RE-ADVERT)

SCOPE OF WORK

Part C3: Scope of work

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C3 SCOPE OF WORK

1. Services Definition

- 1.1. The terms 'Services' or 'Service' in the context of this agreement are to be interpreted as 'Routine Maintenance', 'Non-routine Maintenance' and 'Support' services, or other services to be rendered by the Service Provider as defined hereunder.
- 1.2. The Service Provider shall be the first Point of Contact for all Services rendered as per this agreement.

2. Systems Revitalisation and Re-training

- 2.1. At the outset of this contract the Service Provider shall conduct a revitalisation programme. The revitalisation encompasses an assessment of all said DMC systems, repairs to said systems to operational specification, and the re-training of designated staff.
- 2.2. Any unforeseen costs for reparation of equipment which may arise out of the assessment shall be for the account of NDM and shall be dealt with on a 'strip and quote' basis.
- 2.3. Should the assessment determine that original equipment manufacturer warranties have expired and such warranties cannot be extended, any subsequent repairs to such equipment during the course of this contract shall be for the account of NDM and shall be dealt with on a 'strip and quote' basis.
- 2.4. The Service Provider shall furnish a report to the Client at the completion of the assessment, indicating the operational and warranty status of all said equipment and systems.
- 2.5. The Service Provider shall establish a link between the DMC network and the main network of NDM. The network is based on Cisco equipment. An Enterprise Architect is expected to guide the process to integrate the different components – applications, networks, etc. An enterprise architecture document is expected as an output for this stage of the project.

3. Routine Maintenance Services

- 3.1. Routine maintenance shall be conducted on all parts of the Disaster Management Communication Control Centre System solution, as indicated in the scope of work, as necessary to ensure the overall health and effectiveness of the system.
- 3.2. These Services shall cover faults as a result of system failure.
- 3.3. The following tasks shall also be performed as part of Routine Maintenance services:
 - 3.3.1. The repair of any malfunctioning Hardware and Software Products.
 - 3.3.2. Citrix XenApp system health administration
 - 3.3.3. Server load management
 - 3.3.4. Application presentation to the user
 - 3.3.5. Planned, periodic server restarts



- 3.3.6. Normal preventative maintenance and system health checks
 - 3.3.7. Delivery of software patches, updates and upgrades when applicable for the current DEMS system based on PHP/MySQL
 - 3.3.8. MySQL database maintenance
- 3.4. Service Hours shall be as follows:
- 3.4.1. Severities of Category 1 and 2 will be handled 24 hours per day, 365 days per annum or as agreed with the designated Client Representative.
 - 3.4.2. Severities of Category 3 and 4 will be handled during normal working hours (Monday to Friday, 08h00 – 17h00, excluding weekends and public holidays).
- 3.5. Routine Maintenance Services
- 3.5.1. The prompt answering of all Service Calls handled in accordance with the Fault Handling procedure detailed in section 6 below. A Contact Centre contact number will be provided by the Service Provider at the commencement of the service period.
 - 3.5.2. The Response by the Service Provider to Service Calls within the following time scales. The term 'response' pertains to any communication to the client providing feedback on the initial call received from the Client in relation to a fault.
 - Category 1 faults – 2 hours response time;
 - Category 2 faults – 4 hours response time;
 - Category 3 and 4 faults – 24 hours response time,Where these faults fall within the operational times as defined in 3.4 above.

All conditions withstanding, should faults not be responded to within the above time periods by the Service Provider an escalation procedure described below will apply.
 - 3.5.3. The following total repair times are applicable:
 - Category 1 faults – 12 hours;
 - Category 2 faults – 2 work days;
 - Category 3 and 4 faults – 5 work days,Where these faults fall within the operational times as defined in 3.4 above. These times are dependent on availability of spares.
 - 3.5.4. Escalation: Any deviation by the Service Provider to the response and restoration timelines set out above may be escalated to the Service Provider senior management.



3.5.5. Service Fault Severity Definitions are as follows:

Category 1: - The entire Disaster Management Communication Control Centre System solution is not available, causing a critical impact on service delivery.

Category 2: - Operation of the Disaster Management Communication Control Centre System solution is severely degraded i.e. system is operational but with failures occurring. Significant aspects of the service delivery are negatively impacted by this system degradation.

Category 3: - Operational performance of the Disaster Management Communication Control Centre System solution is impaired with minimal effect on operational performance and most service deliveries remain functional. or

Category 4: - Other, non-service affecting issues (i.e. aesthetic faults).

4. Non-routine Maintenance Services:

- 4.1. From time to time the Client might request the Service Provider to perform urgent, non-routine maintenance tasks. Under these circumstances the Service Provider shall furnish a 'Strip-and-Quote' quotation on a time and materials basis to the designated Client Representative for approval. The term "Time and Materials" means both the hourly (and travel) call-out tariffs charged by the Service Provider.
- 4.2. In the event of circumstance where a quotation cannot practically be provided the Service Provider shall proceed with required tasks as agreed with the designated Client Representative, or as deemed necessary by the Service Provider in the interests of restoring full operation of the system.
- 4.3. The Service Provider and the Service Provider's sub-consultants shall present job cards to the Client for signature upon completion of any and all non-routine maintenance activities.

5. Support Services

- 5.1. The Monthly Support and Maintenance fee encompasses a second and third-line support role requiring the provision of 16-hours of free support per month, including travel time and travel expenditure, by the Service Provider, restricted to a maximum of two visits per month. Such services shall encompass any reasonable tasks as requested by the designated Client Representative.
- 5.2. If the amount of free hours is exceeded, NDM must be invoiced at the non-routine call-out rates as stipulated in the pricing schedule in the Bill of Quantities.
- 5.3. The 16 hours support allocation is non-mandatory. No carry-over of these support hours from month-to-month will occur.
- 5.4. Support tasks are to be conducted in office hours only, unless agreed otherwise, and shall be conducted at a time agreed between both Parties.
- 5.5. The Service Provider and the Service Provider's sub-consultants shall present jobcards to the Client for signature upon completion of any and all on-site support activities.



6. Fault Handling Procedure

- 6.1. Should the Client operators encounter a fault, such operators shall make all effort to recover from the fault as per troubleshooting processes and procedures imparted to the client personnel during Training.
- 6.2. In the event that the client operators are not successful in remediating the fault, the operators shall refer the fault to appointed Client first-line support personnel.
- 6.3. In the event that Client first-line support personnel are not able to remediate the fault, then and only then shall the predetermined Client staff place a Service Call to the Service Provider.
- 6.4. The Service Provider representative will determine if the Service Fault is as a result of malfunctioning by any of the Hardware and Software Products that make up the Disaster Management Communication Control Centre System solution. The Service Provider shall assist in applying troubleshooting procedures to attempt to remedy the fault.
- 6.5. In the event that the fault cannot be remedied telephonically by the Service Provider representative a fault report is required to be logged.
- 6.6. The Service Provider Maintenance personnel in conjunction with the appointed Client representative shall classify the service fault severity.
- 6.7. The Client undertakes to co-operate with the Service Provider Maintenance Staff and to:
 - 6.7.1. provide such information relating to the Service Call as may be reasonably requested. and
 - 6.7.2. follow such instructions as may be reasonably given including, without limitation, to try and Restore and Resolve the Fault, reproduce the Fault or provide a screen or data dump in relation to the Fault or the activities taking place on the Products at the time the Fault was experienced.
 - 6.7.3. complete in full a Fault Reporting Form (refer Appendix D to this agreement) for the service Fault being experienced and transmit such form to the Service Provider.
- 6.8. The Service Provider Maintenance Staff will:
 - 6.8.1. allocate a unique Service Call reference number to each Service Call and will advise the Client of same either at the time the Service Call or at a reasonable time thereafter.
 - 6.8.2. log all Service Calls onto a case-tracking database.
 - 6.8.3. clearly record all information received from the Client during the Service Call. and
 - 6.8.4. confirm details of the Service Call and action taken to the Client.
 - 6.8.5. Provide status of fault repair to the nominated Client Point of Contact by text, telephone or e-mail as may be the most appropriate and effective means of communication at the time.



- 6.9. The Service Provider shall advise the Client once it has resolved and closed a Service Call.
- 6.10. If the reported fault is determined to be outside the scope of the agreed service provision, any requirement for additional services to remedy the fault shall be agreed between the Service Provider and the Client.

7. The Client's Responsibilities and Liabilities

- 7.1. The Client will ensure that suitably qualified personnel provide the first line support as stipulated in clause 6.
- 7.2. The Client will ensure that specific representatives within their organisation are identified as authorised and suitably qualified to make Service Calls to the Service Provider and to approve any non-routine maintenance or support tasks. The Client shall provide the Service Provider with a list of these authorised representatives.
- 7.3. The Client shall at all times comply with all reasonable instructions, requests and advice, given by the Service Provider in during the resolution of faults.
- 7.4. The Client shall not allow the Equipment that the service is provided on to be moved, interfered with or tampered with without first notifying the Service Provider and shall at all times comply with all reasonable advice to be given by the Service Provider in relation to the operation and care of the faults or damage that have been caused by such moving, interfering or tampering.
- 7.5. The Client shall provide the Service Provider with the following, on a 24 hours per day, 365 days per annum basis, to facilitate problem diagnostics and resolution by the Service Provider of the Hardware and Software Products that make up the Disaster Management Communication Control Centre System solution:
 - 7.5.1. Physical access into the Client site.
 - 7.5.2. Access to reasonable workspace and telephone facilities.
- 7.6. A designated Client representative shall be obliged to sign off job-cards of the Service Provider, and of the Service Provider's sub-contractors, upon successful completion of any on-site work.

8. The Service Provider shall endeavour to ensure that

- 8.1. The personnel who perform the Services hereunder are and shall be competent and suitably qualified and experienced to provide the Services.
- 8.2. The Services will be carried out in a competent and professional manner and with all reasonable skill and care, and that the Services will be performed strictly in accordance with the terms of this Agreement and will comply in all respects with all agreed specifications, timetables and procedures communicated by the Client to the Service Provider from time.
- 8.3. when providing Maintenance or Non-routine Maintenance Services, the Service Provider shall:



- 8.3.1. Use original manufacturer or licensor branded components being the same make and quality as those used when the affected Product or Service was originally manufactured or created. and
- 8.3.2. When replacing components, ensure that the replacement components are compatible with the balance of the components in the Product as well as the Environment.
- 8.4. All Hardware and Software supplied by itself shall operate and remain in operation and available for use by the Client as envisaged in this Agreement, for 98% (ninety eight percent) of all Service Hours, calculated on a monthly basis. This warranty excludes outages which are directly attributable to:
 - 8.4.1. Any data or voice line, whether fixed or wireless.
 - 8.4.2. The Client hosted platform, application or domain service.
 - 8.4.3. Any of the Client Staff representatives undertaking an error, misuse or misconduct.
 - 8.4.4. Scheduled downtime as required by the Service Provider or the Client as and when required.
- 8.5. Scheduled downtime as required by the Service Provider or Client as and when required will be done at a time when the Call Taking and Dispatching Centre is least busy.
- 8.6. In providing Maintenance Services, the Service Provider will not introduce any Destructive Element onto any Product or into the Environment.
- 8.7. It shall during the term of this Agreement obtain and maintain, at its own expense, all necessary licences and authorisations and comply with all applicable laws, regulations, regulatory requirements and codes of practice in connection with its obligations under this Agreement and in all matters relating hereto.
- 8.8. As supplier of the solution and its components it shall honour all hardware, software, and system warranties as provided by the manufacturers. These warranties shall be effective from date of commissioning until expiry.
- 8.9. A working system as per the Client's specifications is maintained by way of the stipulations of this Service Level Agreement.
- 8.10. All repairs, replacement parts, components and consumables must be supplied on a "strip and quote" basis. The replacement parts, components and consumables used on this system must be of the original manufacturer approved type and shall carry a 1 year warranty after the date of installation. Pricing for the replacement parts, components and consumables shall be limited to the price of supply by the original manufacturer or agent, and an agreed handling fee of not exceeding 15%, which must be dealt with in this Service Level Agreement.
- 8.11. It shall convene Service Level meetings with the Client on a quarterly basis (or as agreed from time to time) in order to review current Service Provision, outstanding faults and fault trend analysis. Both Client and Service Provider shall elect qualified members to such a meeting who have the necessary authority and delegation to rectify such matters.



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9. LIST OF EQUIPMENT AND SOFTWARE TO BE SERVICED, REPLACED, MAINTAINED AND/OR UPGRADED

All quantities below indicate the status quo at commencement of contract and may be increased as deemed necessary based on the assessment report

Communication Control System and Radio Interface Sub System			
ITEM	DESCRIPTION	QTY	Notes
1	42 u Cabinet, wiring, trays, complete with batteries and power supply	1	
2	Tornado MRCC system with 80 channel capacity	1	
3	Annunciator Rack	1	
4	Tornado MRCC Gateway	1	
5	Network port (provided on the front panel for local Maintenance Access)	1	
6	IMRCC-SWITCH-32P / 32 Port Network Switch	2	
7	Rack mount Server for System software, data and MIS modules	1	
8	KVM	1	
9	HOT STANDBY Master Processor Card	2	
10	HOT STANDBY Power Rail Card (no 17Hz Generation)	2	
11	GPS clock server	1	
12	PRI card	1	
13	Analogue interfaces	15	
14	ISDN/Analogue telephone distribution junction box	1	
15	Supervisor Console, PC console interface unit complete.	1	
16	Operator Consoles, PC console interface units complete	4	
17	Slave Operator Consoles PC console interface unit complete in adjacent JOC. With complete supervisor functions	1	
18	Operator Headsets (single earpiece) with noise cancelling boom microphone	8	
19	Dual Handset/Headset connections per console position	6	
20	Management information software	1	



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Call Taking and Dispatching System (A2)			
Item	Description	QTY	
Server room			
1	42U 19" rack mount cabinet complete	2	
2	Rackmount UPS	2	
3	Cisco Network Switch 19" Rack mount Cisco Catalyst 24 port Layer 2 managed switch	2	
4	CAD Server	1	
5	Backup device	1	
6	Internet gateway computer	1	
7	ADSL router	1	
8	KVM Switch	1	
9	Keyboard / LCD screen	1	
10	Structured LAN cabling system	1	
Control Room / JOC Controller			
10	CAD Operator Workstations (CPU, mouse, k/board) - Supervisor/JOC	6	
11	CAD Operator Workstations (CPU, mouse, k/board) - Operators	6	
12	Computer screens - Samsung P2250	9	
13	Speaker bar	6	
Software			
14	DEMS system (web-based system)	10	Concurrent user licences (4 Dispatcher, 1 Supervisor, 1 Controller, 3 Command Vehicle, 1 spare)
15	MySQL Server	1	
16	Oracle One Std	10	Named users
17	Citrix	10	
18	Windows TS	10	
19	Windows Server	4	
20	Backup Exec	1	

Emergency Notification System			
Item	Description	QTY	
1	WinSMS	1	
2	TELCO hardware	2	
3	GSM TX/RX MODEM	6	
4	Paging encoder	1	
5	PTX025 UHF RADIO PAGING LINK	1	
6	ANTENNA - mounted on radio mast	1	
7	GSM SWITCH AND ALARM BELL ASSEMBLY	2	

Voice Recording System			
Item	Description	QTY	
1	30 Channel Libra recorder complete	1	



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LCD Display Screen System

Item	Description	QTY	
1	32" LCD Wall Mounted Screen complete with wall mounted brackets and cabling	1	
2	46" LCD Wall Mounted Screen complete with wall mounted brackets and cabling	2	

Weather Monitoring System

Item	Description	QTY	
1	Wireless Vantage Pro 2 LCD console	1	
2	Pole-mounted integrated weather monitoring device incl. anemometer, barometer, rain gauge, temperature / humidity Sensor, radiation sensor & mounting hardware, wireless repeater, UV sensor	1	
3	Pole 3 to 4 meter TV type with mounting bracket	1	