

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

Description of Request	AVEVA Predictive Analytics Professional Services for a period of three (03) years
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1. High level background

The AVEVA Predictive Analytics System is the current early warning system operational on all Eskom coal fired power plants. The system utilises advanced analytic tools to achieve anomaly identification, early detection of equipment degradation and reliable early identification of incipient failure.

The system serves as a vital engineering and analysis tool to provide engineers and specialists with all the necessary indications and information regarding the equipment's health or performance and condition. Another application of the system is to provide a guide to budget planning as plant areas that require urgent interventions can be identified and budget accordingly.

Group IT requires the Professional Services for this tool as part of the Application Operations support services under the Engineering Cluster Condition Monitoring applications support.

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2. Scope of work/Business requirements

2.1. Provide detailed description and volumes of the product/service requested:

AVEVA Predictive Analytics System Administration for Fixed and Adhoc services as the following:

- Provide 3rd line Support for daily user issues and or requests
- Daily System Health Monitoring
- Incident/Request Resolution
- General System Maintenance
- Create monitoring tools, to ensure 100% system availability
- Windows Batch scripting
- Overall Enterprise system health monitoring
- Systems Configurations
- System Health and Audits
- Configure new environment/applications for AVEVA Predictive Analytics Administration tools , including application/hardware redundancy configurations
- System Reports
- Adhoc Business Reports
- Plant Model designs
 - Model plant designs for screen visualisation using AVEVA Predictive Analytics
- Support existing plant models developed by business, including models running at Eskom Engineering Monitoring Centres i.e. IGCC – Integrated Generation Control Centre and RMDC -Remote Monitoring Diagnostic Centre

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- Configure/Develop Generation interfaces at all Generation sites, not limited to the below interfaces:
 - OPC DA/UA
 - FS Gateway
 - Matrikon Tunneller
- Acquire Plant Data from PLCs and other field devices.
- Support AVEVA PRISM at all Generation Sites, Megawatt Park and Eskom Engineering Centres and new sites, not limited to the below sites listed:
 - RMDC
 - IGCC
 - Megawatt Park (Head Office)
 - Tutuka Power Station
 - Matla Power Station
 - Lethabo Power Station
 - Camden Power Station
 - Kriel Power Station
 - Arnot Power Station
 - Hendrina Power Station
 - Medupi Power Station
 - Kendal Power Station
 - Kusile Power Station
 - Majuba Power Station
 - Matimba Power Station
 - Grootvlei Power Station

2.2. Licence Management for Maintenance and Support:

Not applicable

2.3. Training/Transfer of skills:

Training will form part of Adhoc Support. It will be conducted as and when required.

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3. Service Level Agreement requirements

AVEVA Predictive Analytics is classified as a Safety and Revenue Critical Application

Support to be available 8x5 and be in line with the system classification.

Service	Service Description	Service Metric		Service Target	
Application Support	Maintenance and enhancement of applications	Delivery of the enhancement according to the implementation plan		95%	
	Investigation and Resolution of application incidents				
	System Classification	Priority	Metric		Target
			Mean Time to Respond (Acknowledge) Hrs	Mean time To Resolve Hrs	
	Safety and Revenue Critical	P1	1	4	100%
		P2	2	8	99