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

Description of Request	**The provision of AVEVA Predictive Analytics Software License Support and Maintenance for a period of two (2) years**

1. High level background

AVEVA Predictive Analytics is an on-line early warning software package applied to all major items of the Generation 14 Coal Fired Power Plant Equipment. AVEVA Predictive Analytics is a self-learning analytic application for monitoring the real-time health of critical assets in support of Condition Based Maintenance (CBM). It uses artificial intelligence, pattern recognition and sophisticated data mining techniques to determine when a piece of equipment is performing poorly or is likely to fail.

Eskom requires Software License Support and Maintenance services for a period of two (2) years, on the existing AVEVA Predictive Analytics licenses, already implemented across the Eskom Generation Power Stations, as stated below:

Predictive Analytics Software Suite (includes Predictive Analytics Server, Web, Unlimited Clients) - 80 units			
Site	**Generating Units**	**Megawatt rating**	
Arnot	6	350	2100
Majuba	6	670	4020
Matimba	6	660	3960
Lethabo	6	600	3600
Camden	8	200	1600
Grootvlei	3	200	600
Matla	6	600	3600
Tutuka	6	600	3600
Kriel	6	500	3000
Kendal	6	700	4200
Hendrina	6	200	1200
Medupi	6	800	4800
Duvha	5	600	3000
Kusile	3	800	2400
Kusile	1	580	580
TOTAL	**80 Units**		**42260 MW**

2. Scope of work

AVEVA Predictive Analytics Software Licenses Support and Maintenance services on the existing Eskom License Inventory as follows:

- Telephone and email consultation associated with technical software questions during normal working hours (8:00 a.m. to 5:00 p m. Central Time Zone).
- All enhancements, upgrades, and refinements included in releases to the AVEVA Predictive Analytics software, which are normally supplied in the course of product development.
- Any changes or updates to the documentation as a result of program maintenance.
- Private access to the AVEVA support site.
- Software Releases
    - o Bi-annual major release
    - o Ad-hoc releases

3. Service Level Agreement requirements

AVEVA Predictive Analytics is classified as a Safety and Revenue critical application. The existing SLA ensures that the vendor resolves system errors in the least amount of time to avoid system downtime.

SLA Review meetings will be held with the vendor to track performance. Performance will be measured on the number of requests resolved, the time taken to complete requests, the number of escalations reported, the number of roll backs for bug fixes and system upgrades where applicable.

The vendor will be given 7 days to respond to complaints made via telephone, email or in meetings. These complaints may include, but are not limited to, nonperforming resources, services not received for payments made, and support issues not resolved timeously.

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

Any other services pertaining to the applications excluding enhancements and incidents	Service within 80 hours	95% of all calls

4. Approvals:

Support Manager:	**Name:**	Lebogang Rametsi
	Designation:	Information Systems Support Manager
	Date:	31 October 2023
	Signature:	
Senior Manager:	**Name:**	Varsha Pillay
	Designation:	Senior Manager: Application Operations
	Date:	1st November 2023
	Signature:	