

PROVISION OF SECURITY SYSTEM MAINTENANCE SERVICES FOR A PERIOD OF 5 YEARS ON AN AS AND WHEN REQUIRED BASIS TO Eskom TRANSMISSION CENTRAL GRID BOQ

Item	Description	Unit	Amount (exl VAT)
1	Total Cost of 2 YEAR ADDITIONAL MAINTENANCE OF SECURITY SYSTEM PSIM1865. 1.1 WinGuard software maintenance 2-Year Extension contract "Life Cycle Services" incl. hotline Delivery, on demand, of 1-2 WinGuard update/upgrades p.a. Therefore, Winguard remains up to date with the latest version during the contract duration. Development process is documented in the release notes. Warranty (bugfixes are being provided) during contract period. Installation of updates and bugfixes only by trained assistant of the customer.	24 months	R
		Total	R
2	Total Cost of Maintenance for the System for Year One (01)		
	2.1 Human Resources One On-Site Skilled Systems Engineer 1- Visit per month per site including travel	12 months	R
	2.2 Operating Cost 24 hour stand by Call Centre	12 months	R
	2.3 Operating Cost 6-hour maximum Call Desk Support	12 months	R
		Total	R
3	Total Cost of Maintenance for the System for Year Two (02)		
	3.1 Human Resources One On-Site Skilled Systems Engineer 1- Visit per month per site including travel	12 months	R
	3.2 Operating Cost 24 hour stand by Call Centre	12 months	R
	3.3 Operating Cost 6-hour maximum Call Desk Support	12 months	R
		Total	R
4	Total Cost of Maintenance for the System for Year Three (03)		
	4.1 Human Resources One On-Site Skilled Systems Engineer 1- Visit per month per site including travel	12 months	R
	4.2 Operating Cost 24 hour stand by Call Centre	12 months	R
	4.3 Operating Cost 6-hour maximum Call Desk Support	12 months	R
		Total	R
5	Total Cost of Maintenance for the System for Year Four (04)		
	5.1 Human Resources One On-Site Skilled Systems Engineer 1- Visit per month per site including travel	12 months	R
	5.2 Operating Cost 24 hour stand by Call Centre	12 months	R
	5.3 Operating Cost 6-hour maximum Call Desk Support	12 months	R
		Total	R

6	Total Cost of Maintenance for the System for Year Five (05)		
	6.1 Human Resources One On-Site Skilled Systems Engineer 1- Visit per month per site including travel	12 months	R
	6.2 Operating Cost 24 hour stand by Call Centre	12 months	R
	6.3 Operating Cost 6-hour maximum Call Desk Support	12 months	R
		Total	R
		Grand Total	R