

# Scope of work for Bernina Integrated Security Systems

## 1. Responsibilities of Eskom

1.1 The Client will be responsible for utilising the facility and the technology for its intended use as specified in the project scope.

1.2 In the event of service breakdown / malfunction the Client will immediately endeavour to locate the cause and determine the extent of the problem by applying normal operating procedures as prescribed by the Service Provider. The Client will give a description to the Call & Support Centre of the problem, as he perceives it, and may give his opinion as to the reason or cause. However, the Client will not accept any responsibility for any information given with regard to the extent of the fault or reasons for the failure or malfunction. The Client shall apply normal caution in operating the service. Only authorised personnel are allowed to log a call with the Service Provider's Call & Support Centre.

1.3 If applicable the Client will execute the prescribed reset procedure as prescribed by the Service Provider. In the event that the services become operative again, the Client will return to normal operation. In the event that the services are restored but of unsatisfactory quality, or remain inoperative, the Client will log a call to the Service Provider's Call & Support Centre for further action and escalation.

1.4 The Client will ensure that all fault reporting pertaining to the premises is reported through the Control Room Logs on the PSIM or Client Fault Reporting Register and communicated to the Service Provider. The Service Provider will on a regular basis liaise with the Control Room Supervisor and take cognizance of the faults recorded in these logs and will endeavour to resolve the faults within the prescribed restoration times.

1.5 In the case of service requests not covered by the SLA, all such services requests or instructions must be officially issued in writing to the Service Provider by the Manager or its nominated deputy i.e. Supervisor.

1.6 The Client will afford the Service Provider access to the facility and to such other places as may be necessary to enable the Service Provider to perform the required services and maintenance. However, due to operational circumstances the Client may not always guarantee access or at any time. The Client is to schedule and facilitate such access. The Client accepts that such delays caused by him not being able to give the access timeously, will be cause for an extension of the Repair Time.

1.7 The Client will ensure that maintenance or repairs to the facility, other than that stated above, will not be attempted by himself or any other parties during the course of an agreement, unless specifically authorised in writing by the Service Provider or the client having sufficient training and expertise on site.

1.8 Should the Client move, modify or add additional equipment or components to the facility, or change facility features, a written request should be logged at the Service Provider's Call & Support Centre for processing of a relevant quotation if required and to update the site as build files.

1.9 The Client will provide suitable access for our staff to office space, ablution facilities and storage facilities if required during call outs, routine maintenance works for the period of maintenance.

## 2. Responsibilities of the Service Provider

2.1 The Service Provider shall be responsible for the complete provision of standard and critical services, fully described and detailed herein.

2.2 The Service Provider shall establish and maintain a comprehensive Record System through the Call & Support Centre's Maintenance Management System and the use of the Advancis Winguard Maintenance module.

2.3 The service provider will liaise and have a brief regular meeting with the responsible person i.e. Site Manager or nominated deputy in order to report back on the previous day's maintenance events and on the maintenance schedule for the days ahead.

2.4 The Service Provider shall not respond nor be held accountable for any faults not reported through the mentioned systems and procedures.

2.5 The Service Provider shall at any time during the contract period, perform all repairs, replacements or maintenance services covered by the SLA upon receipt or upon written notification of a Fault Report from the Client through the Call & Support Centre or the Advancis PSIM Platform, and respond to the report within the specified Restoration Time, and/or restore the service to its intended working condition.

2.6 The service provider will perform all scheduled maintenance tasks planned for the month, these activities and completion thereof are to be monitored and verified by the nominated responsible person on a week-to-week basis or month to month basis as applicable as well as tracked, monitored and reporting through the PSIM platform.

2.7 Notwithstanding that all emergency maintenance and scheduled maintenance tasks are to be prioritized; the Service Provider will only attend to service requests not covered by the SLA upon completion of all SLA contractual binding obligations.

2.8 The Service Provider once agreed with the client, list and report all backlog issues, technical operational issues, repairs with long turn around lead times, etc. Where applicable, on the faults on a monthly basis.

2.9 The Service Provider shall restore the service to a condition equal to its condition prior to the reported fault.

2.10 After completion of the work for all types of maintenance and service restoration the Service Provider's Call & Support Centre shall inform the Client of the successful restoration. This will also be reflected in the monthly reports and on the PSIM platform.

2.11 The Service Provider shall be responsible for setting up, maintaining, and administrating the Call & Support Centre.

2.12 The Service Provider shall ensure that all work performed by him is carried out in accordance with the requirements, regulations, and stipulations of *inter alia* the Occupational Health and Safety Act as amended, as well as any other applicable legislative requirements.

2.13 The Service Provider shall ensure that all the work performed by him is in accordance with technical maintenance specification of the developers/engineers of the system(s).

2.14 The Service Provider shall train Central Grid personnel on maintenance and operation of the installed PSIM security system at Bernina substation.

2.15 The Service Provider shall ensure that all the work performed is in accordance with technical maintenance specification of the developers/engineers of the system(s).

Name	Signature	Date
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