



**Meter Data Management System
Scope of Work
Request for Proposal**

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System Scope of Work –
Request for Proposal**

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CONTENTS

	Page
1. INTRODUCTION	3
1.1 DOCUMENT SCOPE	3
1.2 RELATED DOCUMENTS AND STANDARDS.....	3
2. ABBREVIATIONS	4
3. GLOSSARY OF TERMS	5
4. BACKGROUND	10
5. MOTIVATION FOR THE REQUIREMENT.....	10
6. BUSINESS REQUIREMENTS	11
7. PROJECT SCOPE	14
7.1 BASE SOLUTION.....	14
7.2 INTERFACE TO EXISTING SYSTEM	15
7.3 TRAINING.....	15
7.4 CHANGE MANAGEMENT - PROCESSES, POLICIES, STANDARDS AND WORK INSTRUCTIONS	16

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**METER DATA MANAGEMENT SYSTEM SCOPE OF
WORK – REQUEST FOR PROPOSAL**

Revision: 1

Page: 3 of 16

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1. INTRODUCTION

1.1 DOCUMENT SCOPE

It is Eskom's intention to implement an enterprise level Meter Data Management System (MDMS) solution, to be integrated with existing business applications, and utilised across Eskom's Generation, Transmission and Distribution Business Units.

This document contains Eskom's Scope pertaining to the product requirements, scope of supply / services related to the Request for Information (RFP).

The requirement is for a Commercially-off-the-Shelf (COTS) MDMS product that will accommodate meters and Head-end Systems (HES) from various Respondents. The scope includes implementation services. Since the system will directly impact on Eskom customers, high availability and resilience are essential. The system must meet the stated functional and non-functional requirements.

1.2 RELATED DOCUMENTS AND STANDARDS

This document forms an integral part of the Request for Information (RFP) documentation and shall be read in conjunction with other documents in the package. Refer to the RFP cover letter for details.

Where any conflict is perceived to exist between documents, the *Respondent* shall approach Eskom for resolution.

Supporting document referenced to this document:

TITLE
MDMS RFP (Evaluation Criteria)
Business Requirements Specification

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**METER DATA MANAGEMENT SYSTEM SCOPE OF
WORK – REQUEST FOR PROPOSAL**

Revision: 1

Page: 4 of 16

2. ABBREVIATIONS

Abbreviation	Description
AMI	Advanced Metering Infrastructure
AMR	Automated Meter Reading
BI	Business Intelligence
BRS	Business Requirements Specification
CC&B	Customer Care & Billing.
CIM	Common Information Model
CIS	Customer Information System
CIU	Customer interface Unit
CoE	Centre of Excellence
COTS	Commercial off the shelf
CPP	Critical Peak Pricing
CVM	Current and Voltage Monitor
DR	Disaster Recovery
DRMS	Demand Response Management System
DSM	Demand Side Management
GIT	Group Information Technology Division, also referred to as Group IT
GPS	Global Positioning System
IDM	Integrated Demand Management
IT	Information Technology
ITSO	Information Technology Service Operations
kVA	Kilo Volt Amperes (Apparent Power)
LAD PAC	Logical Architecture Definition for a Physical Application Component
LPU	Large Power Users including internal tariff metered, international, agricultural customers
LV	Low Voltage
MAM	Meter Asset Management
MATS	Meter Asset Tracking System
MDMS	Meter Data Management System
MV	Medium Voltage
MV90	Multi-Vendor 90 Utility Translation System
Mvar	Mega Vars (Reactive Power)
MVIL	Multi-Vendor Integration Layer
MWh	Mega Watt hours
PP	Prepaid

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METER DATA MANAGEMENT SYSTEM SCOPE OF WORK – REQUEST FOR PROPOSALRevision: **1**Page: **5 of 16**

Abbreviation	Description
SA	Service Agreement (CC&B V Model)
SCADA	Supervisory Control and Data Acquisition
SGC	Supply Group Code
SGE	Smart Grid Enablement
SLA	Service Level Agreement
SP	Service Point (CC&B V Model)
SPU	Small Power Users
SSL	Secure Sockets Layer
TOU	Time of Usage
Tx	Eskom Transmission division
UI	User Interface
VEE	Validate, Estimate, Edit
VPN	Virtual Private Network

3. GLOSSARY OF TERMS

Term	Definition
ALFS	<p>ALFS is an in house, web based application designed to assist the user with enquiries and management of metering data uploaded via the Regional MV90 to CC&B.</p> <p>Regional MV90 data is uploaded to an Oracle database where it is consolidated and verified before being loaded into CC&B.</p>
AMI Programme	The AMI programme is an initiative that provides smart metering technology with the associated communications and back-end systems for the residential customer base. This technology will enable the roll-out of a residential time-of-use (TOU) tariff as well as enable a number of operational benefits for the Distribution Division such as remote automated meter reading, revenue protection, tamper detection, remote connect/disconnect, accurate billing, demand response, etc.
Back-end system	This term refers to specific enterprise business systems, e.g. CC&B
BIDATIS	Based on TOGAF terminology – business, information, data, application, technology, integration, and security architecture.
Business Rule	<p>A business rule is a rule that defines or constrains some aspect of business and always resolves to either true or false. Business rules are intended to assert business structure or to control or influence the behaviour of the business.</p> <p>Business rules describe the operations, definitions and constraints that apply to an organization. Business rules can apply to people, processes, corporate behaviour and computing systems in an organization, and are put in place to help the organization achieve its goals.</p>
CC&B	Oracle Customer Care and Billing solution

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METER DATA MANAGEMENT SYSTEM SCOPE OF WORK – REQUEST FOR PROPOSAL

Revision: 1

Page: 6 of 16

Term	Definition
Channel	When a meter is polled, data is collected from 'channels' that house the information at the meter. The market rules give details regarding unit of measure and how channel numbers are to be assigned. The metering service provider must specify details regarding the unit of measure and channel assignment when the meter point is registered.
COTS	Commercial off-the-shelf (COTS) products are packaged solutions which are then adapted to satisfy the needs of the purchasing organization, rather than the commissioning of custom-made, or bespoke, solutions.
CS Online	Customer services online: a web based system that is used by customers to access their account details and consumption profile
Data acquisition system	Any system that is used to collect metering data, including Head-End Systems.
DAS	Regional MV90 systems. The software package capable of reading data from all meter types for transfer to other applications such as the billing system.
Deployment	Deployment implies moving a product from a temporary or development state to a permanent or desired state. The overarching goal of the Deploying Phase is to place the solution into a production environment. Supporting goals include deploying the solution technology and components, stabilizing the deployment, and transitioning the project to operations and support.
Distribution Division	To avoid confusion between the voltage level and the Eskom Division, the terms "Distribution Division" and "Distribution business" will be used whenever referring to Eskom Distribution Division. The Eskom Distribution Division encompasses the networks widely referred to as "sub-transmission" and "distribution" i.e. HV, MV and LV networks.
Distribution Outage	Unavailability of a portion of the sub-transmission and/or distribution network, either due to: Planned outage to perform planned activities, or Forced (unplanned) outage as a result of an incident.
Dynamic Tariff Structures	Tariff structures such as time-of-use, real time pricing, wholesale tariffs, commodity linked pricing structures, inclining block tariff (IBT) and Critical Peak Schedules
Environment (IT)	A particular configuration of IT infrastructure, constituted for a specific purpose in the software/systems development lifecycle (SDLC). In addition to providing continuity of service (DR), it is utilised in support of the software/system release and deployment management process
Environment – Production	The environment where an application release will operate in an on-going manner for business use. This environment is the most critical, as failures in the Production Environment could disturb or even shut down a line of business.
Environment – Disaster Recovery (DR)	This is an environment that is used for critical recovery of the Production Environment, which is located in a different physical location to the Production Environment, in the event that there is a disaster that shuts down a primary Production Environment. Different applications have different strategies for this; for example those that can afford it will keep simultaneously mirrored copies of their Production Environment, others will have their Disaster Recovery Environments refreshed on-demand in the event of a disaster.

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METER DATA MANAGEMENT SYSTEM SCOPE OF WORK – REQUEST FOR PROPOSAL

Revision: 1

Page: 7 of 16

Term	Definition
Environment – Pre-Production	This is an environment that exists to allow the testing of the release and deployment process for deploying the module into production. It can also be used for the measurement of the application performance against an expected set of performance test cases.
Environment – Test (UAT)	The UAT Environment exists to allow the users of the system to interact with the application, for the purpose of obtaining final approval and "sign-off" for the features and functions of the release before allowing it to be promoted to the Pre-Production or the Production Environment.
Environment – QA	The QA Environment is used to test the integrations between the developed application and other applications that the release is intended to work and communicate with during its operation in Production.
High Voltage	Nominal voltages from 132kV to 44kV (inclusive)
Hybrid Architecture	Hybrid clouds combine public and private clouds, bound together by technology that allows data and applications to be shared between them. By allowing data and applications to move between private and public clouds, hybrid cloud gives businesses greater flexibility and more deployment options.
Hybrid IT	Eskom definition: It is an approach where Eskom will be utilizing and managing some information technology (IT) resources in-house and will be using cloud-based services for others. It is a combination of traditional IT (as is) and cloud based services.
Implementation	Systems implementation is the process of: defining how the information system should be built (i.e., physical system design), ensuring that the information system is operational and used, ensuring that the information system meets quality standard (i.e., quality assurance). Implementation is the realization of an application, or execution of a plan, idea, model, design, specification, standard, algorithm, or policy.
Integration	<ul style="list-style-type: none"> The activity of combining various components to form a working software system; or Interfacing of different software systems or applications via middleware.
Low Voltage	Nominal voltages below 1kV
Maximo	Enterprise asset management system used in Dx for work order management performing planned and forced work management.
Meter	Device for measuring and totalling the variable consumption of a product. Note in general a meter consists of a sensor and an integrating device that displays the total consumption in metrological units. (Integrated values).
Meter Data Management (MDM) system	The Meter Data Management (MDM) system is used to provide a common repository, and point of management and access of meter data that is collected from disparate Metering Systems. In addition to data aggregation, quite often the MDM will also make an effort to scrutinize the data collected from the various Metering Systems, and provide a Validating, Editing, and Estimating (VEE) capability. [IEC 61968-1]
Metering	Recording of active and reactive energy, with units of MWh and Mvarh respectively.

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METER DATA MANAGEMENT SYSTEM SCOPE OF WORK – REQUEST FOR PROPOSAL

Revision: 1

Page: 8 of 16

Term	Definition
Meter to Bill Process	With reference to PCM - Process Control Manual (PCM) for Revenue Management. The Process includes: <ul style="list-style-type: none"> Receiving data from meters – Smart, Split and LPU.. Storing meter data. Performing VEE. Delivering meter data to the organisations billing system. Enable meter analytics
Medium Voltage	Nominal voltage from 33kV to 1kV (inclusive)
MV90	MV90, a metering data acquisition system, is used to retrieve customer and statistical meter readings for the purpose of customer billing and settlements. The Regional MV90 keeps 30 minutes of interval data and sends the data to a CC&B.
National Prepayment strategy	One of the strategic interventions that have been proposed is the migration of all Eskom customers from conventional metering to smart prepaid metering. It is anticipated that this approach will improve Eskom's financial position by improving the certainty of collecting revenue and simultaneously addressing debt collection challenges.
Operating Unit	Distribution operating units' role is to provide and ensure reliable electricity to the customers by building, operating, and maintaining distribution assets whilst enhancing stakeholder relations. Also referred to as a province.
Platform as a Service	Platform-as-a-service (PaaS) refers to cloud computing services that supply an on-demand environment for developing, testing, delivering and managing software applications. PaaS is designed to make it easier for developers to quickly create web or mobile apps, without worrying about setting up or managing the underlying infrastructure of servers, storage, network and databases needed for development.
Process	Set of activities that describe how an activity is executed. Set of activities that transform data.
Respondent	Entity who responded to this invitation; Prospective <i>Consultant</i>
SAIDI	System Average Interruption Index: a KPI which indicates how long the average customer's power supply is down in a year's time space.
SCADA	Used to collect analogue meter reading data for forecast information. SCADA quantities should not be included into a MDMS. SCADA is real-time values – not historical values.
SEA	Eskom Group IT Strategy, Execution and Architecture
Service Agreement	A Service Agreement is a contract between Eskom and a customer. The SA contains terms and conditions which dictate how CC&B calculates and charges for the supply to the customer.
Service Point	A SP is the specific point on a property where a meter is installed
SGC	Supply Group Code. A code given for both STS and Proprietary meters to allow a certain area of meters to buy tokens from various Credit Dispensing Units with the matching Supply Group Codes. A supply group is unique per distributor and area. One supply group can be linked to many algorithm technologies and many suppliers' meters.

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**METER DATA MANAGEMENT SYSTEM SCOPE OF
WORK – REQUEST FOR PROPOSAL**

Revision: **1**

Page: **9 of 16**

Term	Definition
Single phase and Poly phase meters	A device for measuring and totalling the variable consumption of a product. In general a meter consists of a sensor and an integrating device which displays the total consumption in metrological units.
SPU	Small power users: includes both AMI smart metered residential customers, Eskom conventionally billed residential customers and prepaid customers
System	An organized, purposeful structure that consists of interrelated and interdependent elements (components, entities, factors, members, parts etc.). These elements continually influence one another (directly or indirectly) to maintain their activity and the existence of the system, in order to achieve the goal of the system
Transmission	Refers to the AC power network at voltages of 220kV through 765kV, and the high voltage DC power network.
Turnkey	Turnkey means "ready to use." It means that the Consultant completes all the work required to deliver a finished, operational and usable product.
Validation	The assurance that a product, service, or system meets the needs of the customer and other identified stakeholders. It often involves acceptance and suitability with external customers. Contrast with verification."
Verification	The evaluation of whether or not a product, service, or system complies with a regulation, requirement, specification, or imposed condition. It is often an internal process. Contrast with validation.
Wires	Refers to Eskom's Transmission and Distribution Divisions

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4. BACKGROUND

The National Prepayment strategy plans to deploy approximately 6.7 million electricity smart meters by 2024. An MDMS is a critical enabler and base infrastructure that is required to manage the large volumes of metering data. Eskom thus requires an integrated solution to satisfy the storage of metering data, improve meter reading processes as well as cater for present and future Smart Metering requirements. This project is required to deliver the Meter Data Management (MDMS) solution that will support and manage meter data.

Meter data management system (MDMS) is a central data repository system that performs long-term data storage and management for the vast quantities of data delivered by metering systems. This data consists primarily of usage data and events that are imported from the head-end servers managing the data collection in advanced metering infrastructure (AMI) and automatic meter reading (AMR) systems. It renders the complexity of different head-ends and acquisition technologies invisible to the enterprise applications. It stores all the meter data collected from different smart meters (Including LPU, SPU & PPU meters), and processes it as required by the enterprise applications. The MDMS serves not only as a data repository but as an umbrella of services that enable additional processing (calculations, Validation, Editing and Estimation (VEE) and analytics).

The contract required is as follows:

- 2yrs for initial implementation including all interfaces
- 8 yrs Support and Maintenance

5. MOTIVATION FOR THE REQUIREMENT

Eskom plans to leverage the benefits of smart metering solutions to support various objectives. The primary objectives, amongst others, are:

- Support an AMI and MV90 & smart metering strategy.
- Support smart grid objectives.
- Provide a stable and comprehensive MDMS solution for LPU, SPU and PPU customers that will provide required capabilities.
- Central repository of metering data for various purposes, e.g. billing, statistical analysis, planning, etc.
- Improved revenue collection.
- Minimise non-technical losses (theft).
- Improve metering data quality.
- Support outage management.
- Support demand response management.

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METER DATA MANAGEMENT SYSTEM SCOPE OF WORK – REQUEST FOR PROPOSAL

Revision: 1

Page: 11 of 16

- Provide external customers with access to their metering data through an appropriate web portal.
- Consolidation of internal statistical metering data sourced from various data repositories across Eskom.
- Value added functionality.

6. BUSINESS REQUIREMENTS

Unique identifier number	In scope
MDMSIS1.	The purchase and installation of the Meter Data Management Solution (MDMS).
MDMSIS2.	Deployment of the Meter Data Management Solution
MDMSIS3.	<p>The purchase, installation and deployment of the following interfaces:</p> <p>The following systems are critical to be included in the scope for integration with MDMS:</p> <ul style="list-style-type: none"> • MV90 Transmission and Distribution • Mobile Computing • Online Vending System • Route Master • CC&B (Billing) • Soweto Split Metering • (Maximo)/SAP for Transmission • Themis (Billing and Settlement System) • Phoenix • ETS – Energy Trading System • Smart Meter Head End Systems • Prepayment Vending System <p>All other interfaces that are in the BRS should be included as part of the solution going forward.</p>
MDMSIS4.	The purchase and installation of the required hardware: i.e. servers(Depending on solution option)
MDMSIS5.	Detailed design of the implementation
MDMSIS6.	Support and Maintenance for a period of 8 years
MDMSIS7.	Customised development of data interfaces, implementation fit components, reporting tools and data take-on/archiving components
MDMSIS8.	Testing of solution deployment, data interfaces, reporting tools and data take-on/archiving components

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METER DATA MANAGEMENT SYSTEM SCOPE OF WORK – REQUEST FOR PROPOSALRevision: **1**Page: **12 of 16**

Unique identifier number	In scope
MDMSIS9.	Training of solution administrators, users and support and maintenance personnel
MDMSIS10.	Change Management
MDMSIS11.	Business Process Analysis
MDMSIS12.	BRS, Functionality required. Including additional capabilities to be looked at.
MDMSIS13.	AMI and MV90 Transition/Integration to MDMS in subsequent phases
MDMSIS14.	Migration of historical data
MDMSIS15.	Stats metering should be priority. Stats metering does not have a home at present. This data is important for planning, forecasting and losses management (Energy balancing) etc. MV90 data is currently archived. To recover data from the archive is inefficient.
MDMSIS16.	SPU, PPU and LPU Meters inclusion is also critical. This is Key for losses and losses management
MDMSIS17.	Replacement of ALFS with MDMS and Integration to EMDAS and AMI.

Unique identifier number	In Scope
MDMSOS1.	HES (Head End System) Integration
MDMSOS2.	Current AMR (To cater for Older LPU Meter Readings) – AMI and MV90 to link to MDMS
MDMSOS3.	Demand Response Management.
MDMSOS4.	Smart Meter enablers. i.e. Virtual tokens, currency vending etc. Integration to OVS will be required.
MDMSOS5.	Integration to all master data source systems, although the potential for MDMS identifiers in such systems do exist (See Context Diagram)
MDMSOS6.	MDMS will not be a long term data store for SCADA data, although metering and consumption data will be stored by MDMS, which may be required by SCADA (virtual metering data calculated for export to SCADA)

See attached the MDMS Functional Requirements Evaluation Sheet and Business Requirements Specification for further information on the process/use case per high level requirement.

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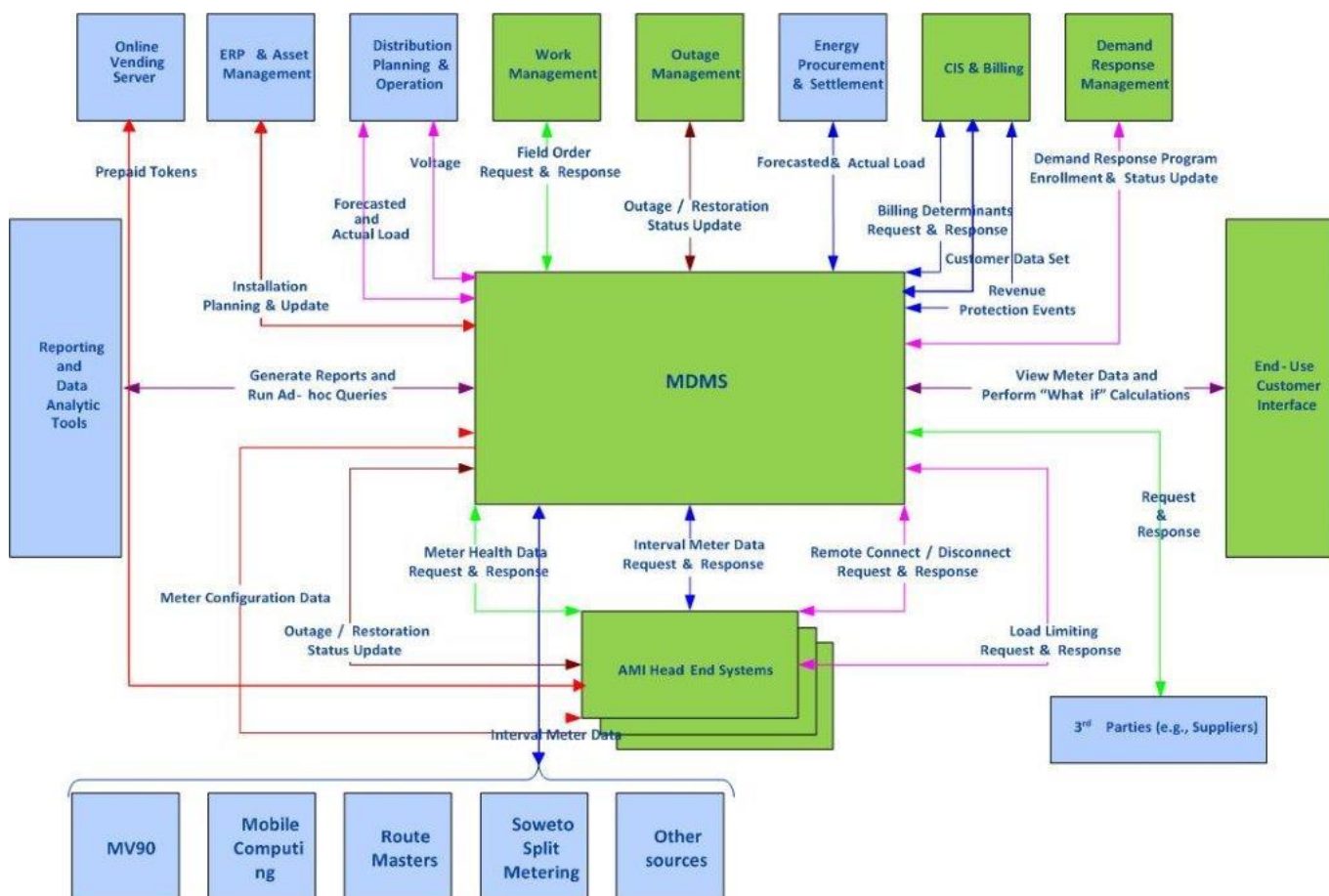
METER DATA MANAGEMENT SYSTEM SCOPE OF WORK – REQUEST FOR PROPOSAL

Revision: 1

Page: 13 of 16

CONTEXT DIAGRAM:

This is used to assist in understanding the scope of the business requirement. It serves as the starting point for the documentation of the detailed business requirements.



Context Diagram: Information Flow

Some of the important data flows are listed below.

AMI_MDMS Information Flow (Automated)	Description
Meter Readings	Request and response of Peak, off peak and total register readings
Meter Readings Request	The date that the meter reading is requested
ACD Indicator	Indicating whether or not the Appliance Control function is enable or disabled on the meter
Tariff Ref	It is a reference of the tariff currently active on the Service Agreement/Meter
Meter Asset Details	Meter asset specific details including meter id, serial number, meter type
Service Point Reference	A reference describing where the meter is currently operating.

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METER DATA MANAGEMENT SYSTEM SCOPE OF WORK – REQUEST FOR PROPOSAL

Revision: 1

Page: 14 of 16

Meter Asset Registration	The Serial Number and Configuration reference required to register meter assets
Remote Connect/Disconnect Commands	Inform master station to process remote Connect or disconnect command
Meter &Manufacturer Details	The Meter Model and Manufacturer details
Tariff Changes	Any change in tariff name, structure or rate will be communicated to the master stations
Meter Asset Registration	The Serial Number and Configuration reference required to register meter assets
Distribution planning and operation	Forecasted and Actual Load
Work Management se	Field Order – Request and response
Outage management	Outage / Restoration Status update
Energy procurement and settlement	Forecasted and actual load
CIS and Billing	Billing determinants-Request and response
	Customer Data set
	Revenue Protection events
Demand Response Management	Demand Response Program enrollment and status update
End User customer interface	View Mater data Perform “what if calculations”
3 rd Party (Suppliers)	Request and response

7. PROJECT SCOPE

Project scope defined as part of the Context Diagram in Section 7.

7.1 BASE SOLUTION

- Design and deploy a COTS MDMS
- The scope includes, amongst others:
 - **Detailed Design** of all aspects of the system
 - Application Design
 - **Integration Design** - utilising standard interfaces and services
 - **Security and Infrastructure Architecture**
 - **Design of a disaster recovery (DR) solution**
 - **Build / Configure / Test / Deploy.** A comprehensive release and deployment plan as part of the Detailed Design must be factored. This plan will describe the implementation of the various environments, as well as the process of deploying changes to each environment during the various releases. It shall take into consideration the availability of Eskom environments related to applications to be interfaced to.

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**METER DATA MANAGEMENT SYSTEM SCOPE OF
WORK – REQUEST FOR PROPOSAL**

Revision: 1

Page: 15 of 16

7.2 INTERFACE TO EXISTING SYSTEM

Once the Base Solution has been deployed and configured, the respondent will be required to build on this foundation to deliver the functionality required. This includes, but not limited to applications, including application modification/configuration needed to enable the relevant services; interfacing to the respective Eskom AMI/AMR Master Stations (Head End Systems) and MV90 as well as Billing system (CC&B) – Oracle Customer Care Billing System.

The objective of this scope is the integration/servicing of Eskom's LPU, SPU, PPU, customers to the MDMS platform and includes:

- The provision of all licenses and services required to enable communication between the respective Eskom AMI, MV90 systems and the MDMS.
- Configuration of all AMI and MV90 HES.
- Configuration of SPU, PPU and LPU customers on the MDMS.
- To ensure that all meters are read, received meter readings are uploaded timeously, validated and all the exceptions are managed, in order to produce accurate bills.
- To ensure that MDMS are integrated with Eskom's CC&B in order to enable seamless billing
 - CC&B Configuration and Development. This will include, but not limited to:
 - Development required on CC&B (This will follow the normal SDLC process i.e. Development in the different Eskom environments (Development, QA, Pre-production, Production)
 - Integration Configuration for data pass through between MDMS and CC&B

Note: The required changes will be based on the requirements as specified on the Business Requirements Specification attached. Respondents are allowed to recommend system and business process changes in order to ensure the process is efficient.

LPU Transitioning will occur in parallel with the legacy LPU metering architecture and in a manner that is least disruptive to the billing process.

7.3 TRAINING

Provision shall be made for a training environment, both during Project execution, and for future training. The Respondent shall provide a proposal that addresses this requirement, without the need for dedicated training infrastructure. This implies, amongst others, the use of the QA environment for training purposes.

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7.4 CHANGE MANAGEMENT - PROCESSES, POLICIES, STANDARDS AND WORK INSTRUCTIONS

It is expected that no new Business Processes will be required. However, the Consultant shall:

- Within the context of their service offering review all Business Processes and affect any change that may be required.
- Where required, ensure modifications to Policies, Standards and Work Instructions.
- Provide training for Processes, Policies, Standards and Work Instruction changes.

Eskom Group IT BPM teams, in conjunction with the relevant business representatives, are responsible for PCM changes.