

Annexure N

1. SCOPE OF WORK - LICENCING MAINTENANCE AND SUPPORT FOR EARTH ELECTRODE AND ELECTROMAGNETIC ANALYSIS SOFTWARE FOR A PERIOD OF THREE (3) YEARS

Service/ product	Quantity	Delivery point
Licensing:		
<input type="checkbox"/> Web Server concurrent licenses	5	Eskom
<input type="checkbox"/> Dongle based user License	1	Eskom
Maintenance:		
<input type="checkbox"/> Web Server license, <input type="checkbox"/> Software Maintenance	3 years	Eskom
Training / Transfer of skills:		
<input type="checkbox"/> Successful tenderer to train Eskom Support staff on the use of successful software package in order to implement designs.	10	Users

The supplier is required to provide the following services:

Software and server licence Release

- Supply necessary software installation packages as well as server licence applications.
- Deliver dongle and /or licence unlock file to Eskom .

Software and server licence Maintenance

Maintenance services provide access to:

- All patches;
- Updates;
- Essential upgrades (when required to keep the application operationally sustainable);
- Software customer support for telephone, email and web-portal support;
- Implement latest patches and version releases; and
- Resolution of system faults - not caused by the user.


a) Training / Transfer of skills would need to train as follows:

- Eskom application support staff to be trained in the use of the software to achieve necessary designs.
- This should be in the form of a training session of application staff in Johannesburg.

b) Safety

- Successful tenderers would not need to visit Eskom offices as hardware issues would be resolved by Eskom Group IT staff. Successful tenderer software issues will be resolved via Microsoft Teams.

2. SIGNATURES

Name	Designation	Signature	Date of signature
Mark Pepper	Engineer		01/02/2022