

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

Description of Request	NMC/RMC Atmos Maintenance and Support for a period of (5) five years.
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1. High level background

The CallCabinet Atmos system is the primary voice-recording platform used by the NMC/RMC to capture, store, archive, and retrieve operational voice communications. The system supports mission-critical functions such as incident management, operational coordination, service quality monitoring, and adherence to regulatory and audit requirements.

The existing support and maintenance contract for the Atmos solution is nearing its end-of life term, leaving the organisation without access to vendor technical support, system updates, bug fixes, security patches, and software enhancements. Operating a mission-critical system without vendor support introduces significant risks, including:

- Increased system downtime and service interruptions
- Exposure to security vulnerabilities
- Inability to resolve technical faults efficiently
- Loss of compliance with regulatory and audit standards
- Deterioration of system performance over time

Given the operational, compliance, and security implications, the absence of an active support agreement compromises the reliability and continuity of the organisation's voice-recording environment. To ensure system stability, mitigated operational risk, and continued compliance, it is necessary to procure a new five-year support and maintenance contract for the CallCabinet Atmos system.

Therefore, the scope of work seeks to appoint a qualified and authorised service provider to deliver comprehensive support and maintenance services for the CallCabinet Atmos voice-recording solution for a period of five (5) years. The contracted services must ensure

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optimal system performance, operational continuity, and full compliance with regulatory and audit requirements.

2. Scope of work/Business requirements

2.1. Detailed description and volumes of the product/service requested:

The service provider is expected to deliver an extensive service which includes:

A. Software Licenses Support and Maintenance

- Provision of all vendor-issued software updates, patches, and security fixes
- Access to version upgrades and feature enhancements
- Maintenance of system stability and performance

B. Ad hoc System Enhancements to cater for new Business Requirements

C. Drive and apply application fixes to align with Eskom's evolving business needs and its integration with other existing systems

- Quick, Minor, and Major

D. Technical Support Services

- Maintenance of hardware components across all sites where Atmos solution is implemented and future footprint.
- Troubleshooting and diagnostics analysis of escalated issues outside 1st level severity such as choppy audio, delayed recordings and system slowness.
- 24/7 business-critical remote support for fault resolution
- Assist in executing disaster recovery through restoration procedures from backups in the event of software or hardware failure or data corruption
- Take lead in investigations for major incidents such as system wide recording outage and implement corrective actions.
- Stress Testing: Conduct stress testing to validate system stability, robustness, and reliability under extreme load conditions.
- Atmos Architecture Optimization: Consultation and implementation support to optimize the current architecture for maximum efficiency and effectiveness.

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- Impart Training: Facilitate training sessions aimed at maximizing user competency in leveraging Atmos current version numerous functionalities.
- Assist in resolving problems where NMC & RMC users cannot log into the Atmos application
- Troubleshooting issues in instances where recordings are unable to play.
- Assist NMC & RMC users in finding specific recordings using search filters like date, time, extension or caller ID
- Modifying user roles and permissions
- Audit log review by periodically reviewing logs of who accessed, played or exported recordings to ensure Eskom's Information Security Policy adherence
- Proactive system health checks
- Fault diagnosis for appliance-based components (where used)
- Ensuring compatibility of hardware with software updates
- Performance optimisation
- Regular review and fine-tuning of system configurations

“Eskom reserves the right, at its sole discretion, to leverage its existing enabling agreements with Original Equipment Manufacturers (OEMs) or other approved suppliers for any products, services, or licenses proposed in this tender that can be procured at more favourable terms, including but not limited to price, through these agreements. This includes, but is not limited to, software licenses and related services.

By submitting a response to this tender, the bidder acknowledges and agrees that Eskom may exercise this right at its discretion to optimize costs, efficiency, and resource utilization, in accordance with Eskom's operational needs.”

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2.2. Licence Management for Maintenance and Support:

The following table shows the perpetual license for Maintenance and Support renewal.

Operating Unit	Number of ATMOS Recording Ports Licensed (Primary)	Number of ATMOS Recording Ports Licensed (Secondary)	License Type
Eastern Cape	41	41	Analogue port licenses
Free State	50	50	Analogue port licenses
Gauteng	45	45	Analogue port licenses
KwaZulu Natal	40	40	Analogue port licenses
Limpopo	30	30	Analogue port licenses
Mpumalanga	20	20	Analogue port licenses
Northen Cape	42	42	Analogue port licenses
Western Cape	42	42	Analogue port licenses
Totals	620		
MWP Cisco BIB Recorder)	152	152	BIB Extensions

2.3 Training/Transfer of skills:

The service provider is expected to transfer skills to internal staff at no cost as follows:
Service provider will be expected to impart the necessary skillset and specialism to (14) ten internal support team members (It is envisaged that this number can increase) on the 'how

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to support continually Atmos and its underlying platforms'. The training format should be in a form of monthly online on-job knowledge sharing sessions with internal support resources.

3. Service Level Agreement requirements

3.1 Service Level Specifications

Below specification levels provide a mutual understanding of the services and service level expectation and shall form a benchmark for performance measurement. It should be noted that all these services are to be performed remotely.

Severity	Description	Response Time	Resolution Times
Severity 1	The entire system is down and as a result, Eskom is unable to use the application, which has a critical impact on all business operations	15 minutes – Ticket log affirmation 30 minutes – Response from Support	1 hour – Issue resolution 12 hours – RCA report
Severity 2	Eskom can use the product, but operations are severely restricted due to the problem	15 minutes – Ticket log affirmation 1 hour – Response from Support	2 hours – Issue resolution 24 hours – RCA report
Severity 3	Eskom can use the product with some restrictions on the functions that are available. These restrictions do have an impact on Eskom's overall operation	30 minutes – Ticket log affirmation 2 hours – Response from Support	36 hours – Issue resolution 48 hours – RCA report
Severity 4	The problem causes little or no impact to Eskom's operation, or a way to circumvent the problem has been found	30 minutes – Ticket log affirmation 8 hours – Response from Support	40 hours (flexible, can be agreed upon) – Issue resolution. 48 hours – RCA report

3.2 Performance Review

- Quarterly SLA review meetings will be held with the successful service provider and Eskom to discuss the level of service offering. These meetings will be scheduled by Eskom.
- 3 consecutive months of poor performance may trigger contract termination review

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3.3 Escalation Procedure

Primarily, the service provider must have a dedicated helpdesk that Eskom support personnels must utilise whenever system problems are experienced. It should be noted that Eskom has its own helpdesk where 1st and 2nd line incidents would have been logged before a transfer to the service provider's helpdesk occur i.e. 3rd line incidents.

Furthermore, it is proposed that the suitable service provider must have at least 3 escalation levels beyond helpdesk in place.

3.4 Penalties

- ❖ Eskom will do everything within its mandate, powers, services, and capacity to ensure that customer service is prioritized and that all application users are constantly satisfied with the service.
- ❖ Any breaches in service that do not align with the agreed SLA's over a month's time will be recorded, classified and reviewed on a monthly basis through service level management process.
- ❖ If a supplier fails to meet at least 95% of agreed SLA targets in a full calendar month, there will be penalties of 10% recoverable from monthly works completion certificate of that month

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4. Approvals:

End user / requestor:	Name:	Jeffrey Matlokga
	Designation:	Manager Info System Support
	Date:	13.04.2026
	Signature:	
Senior Manager:	Name:	Varsha Pillay
	Designation:	Senior Manager Application Operations
	Date:	13th April 2026
	Signature:	