

Appendix O

Tender No. 42240

Timetabling & Track Possession System

Cutover for Timetable System & Possession Planning

This Appendix covers the **Cutover** requirements for **Timetable & Possession Planning** system in the **production environment**

Deliverables

1. Cutover Execution

- The new system is fully operational and accessible to all designated users in the production environment.

2. Data Migration and Archival

- Completion of all agreed data migration and archival activities.

3. Stabilization and Fault Resolution

- All critical faults identified post-Cutover resolved within **three (3) months**, including all **P1 and P2 severity issues**.

4. Weekly Reporting

- The Supplier shall provide a **weekly report** during the stabilization period, including:
 - A complete list of all open faults with **status and expected resolution date for each fault**.
 - Operational data and system performance metrics.
 - Status of interfaces and integrations.
 - Any other relevant updates regarding system health and progress.

Acceptance Criteria

- New system fully functional in production with confirmed user access.
- All agreed migration and archival tasks completed and documented.
- No unresolved **P1 or P2 severity faults** after stabilization period.
- Signed Production Acceptance Report.
- Weekly reports delivered consistently and include all required details.

KPIs

- 100% of **P1 and P2 severity faults** resolved within SLA.
- System uptime $\geq 99.5\%$ during stabilization period.
- Weekly reports submitted on time and include fault status and resolution dates.

Sincerely,

Company _____

Date _____

First name _____

Last name _____

ID _____

Signature _____