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

Description of Request

The Provision of Electronic Distribution of Eskom Customer Documents (Financial and Correspondence) for a period of 5 Years.

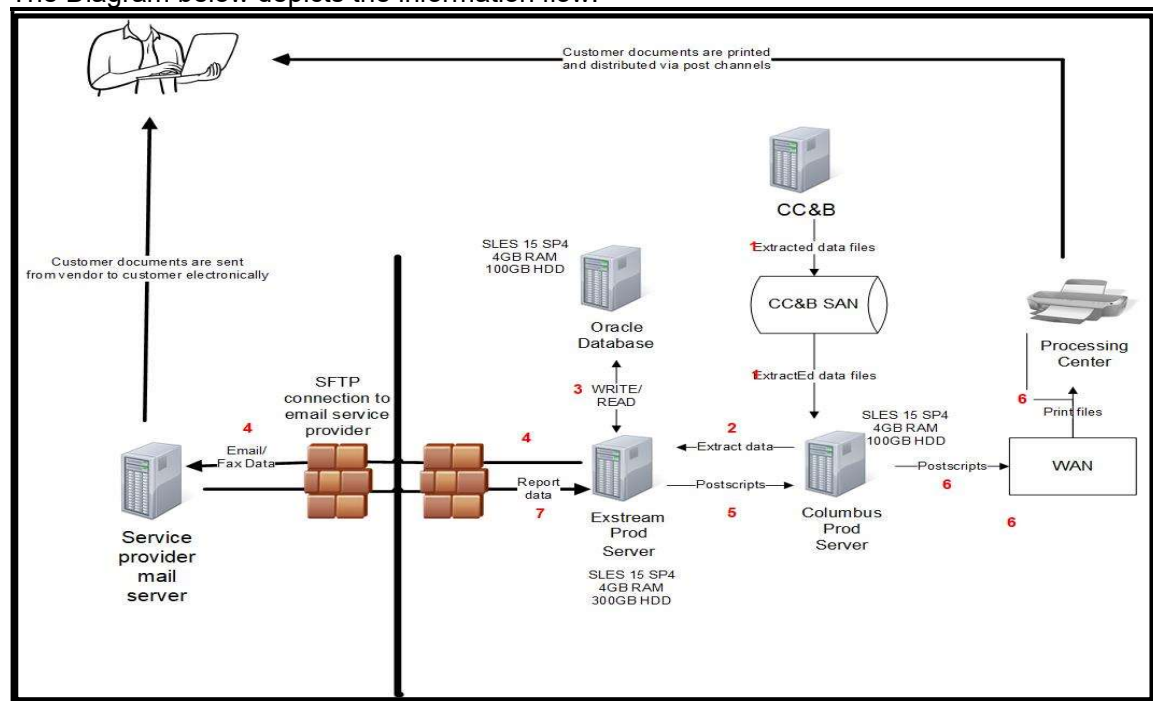
1. High level background


The Eskom Group Customer Service has implemented a facility whereby they can e-mail bills to their customers, both Large and Small Power Users. The facility is utilised by Billing personnel, Key Customer Executives, Processing Centre staff and Call Centre staff.

The information for bills, IT3B tax certificates and Correspondences resides in Customer Care and Billing (CC&B) system. The Multi-channel Bill Delivery (MCBD) solution receives the information from CC&B and produces a PDF file for Bills, IT3B tax certificates and Letters.

The third party is required to provide an Electronic Documents Distribution Services (EDDS) solution. The solution should allow Eskom to deliver customer's documents and correspondence via email channel. The solution should be able to provide delivery status feedback for reconciliation. Integration is also required to the Multi-Channel Bill Delivery (MCBD) solution – the solution that is sending documents.

The Diagram below depicts the information flow:



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

The average number of bills, statements, and letters:

Statements – 1000 per month.

Bills – SPU 220 000 per month / LPU 24000 per month

Disconnection Letters – 3200 per month

The scope will be for the quantity of 394 650 emails per month as per pricing schedule.

2. Scope of work/Business requirements

2.1. The EDDS solution is required from the supplier to provide the following:

a) Email bills to customers where customers have requested an emailed bill.

The software should automatically email an original bill image with 128-bit encryption as an attachment to a customer where the customer has specified that they require their bill to be emailed to them with no other hard copy produced.

Re-send functionality must be available for failed emails.

b) Ad hoc Campaigns

Business requires ad hoc email campaigns to be send out on request. The solution should be flexible to assist Eskom with ad hoc email campaigns as and when required.

c) Ability to re-send an original invoice if the initial email was sent to the wrong (incorrect) recipient:

The resend functionality exists in MCBBD system, so the EDDS solution should have the capability also to re-send email that was sent to the wrong (incorrect) recipient.

d) Process documents destined for the same address / destination into one 'package.'


The solution should allow for many documents addressed to the same recipient to be bundled together for transference in one email.

e) Provides integration of the delivery status report to MCBBD solution.

The solution should provide a delivery status report back via the integration to the MCBBD solution. Information will be used to do detail investigation or root cause analysis for all failed email. It will also be used to do analysis and management reporting.

f) Provides a Daily and Monthly reports of the emails.

The solution should provide daily and monthly reports for Delivery Feedback Report that will display delivery date, bills, emails, status and accounts that were delivered to the customers. The reports should be made available to Eskom as soon as the emails have been distributed to the customers.

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

The Failure Feedback report is also required daily, and it should display failure date, bills, emails, status, accounts and failure reason. The reports should be made available to Eskom as soon as the emails have not been delivered successfully.

g) Provide a diagnosis capability in case of failure of emails.

The solutions should have a capability to analyse failures which can be resolved by the supplier or advise Eskom to rectify the root cause of the failures. The failure description should be concise to expedite the resolution of email failures impacting Eskom customers.

h) Provide capability to receive emails via manual solution in the event of connection failure.

There is a requirement from the business to allow manual upload of emails to the EDDS solution if the automated solution is not working. The manual solution should have capability to receive data stored in any storage media and process emails. Turnaround times to manually process emails should be the same as the automated process.


i) In the event of a disaster to receive emails from Eskom Disaster Recovery site.

Eskom has an MCBT Disaster recovery environment which resides in Eskom Disaster recovery site. The EDDS solution is required to have a capability to receive email from the Disaster Recovery Site. This will only be applicable when Eskom declares a disaster and the EDDS solution team will be informed when such event occurs.

There is also a requirement to test the Disaster Recovery site which is done twice a year. EDDS solution Disaster recovery environment is also required to do this test as part of the coordinated Disaster Recovery test.

j) Adhere to the Eskom Service Level Agreements of sending out bills electronically.

Service level agreement (SLA) is required between Eskom and EDDS service provider to distribute emails within the agreed turnaround times. The SLA document will assist to manage Eskom, customer and service provider expectation. It should include but not limited to Service Description, Hours of operation, Key performance indicators, Penalty clause, Performance Reporting, exclusions and additional support.

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

The EDDS solution should distribute emails within the following timelines per customer segment.

KPI	Target Hours	Target %
Emails Delays –SPU	24 Hours	98%
Emails Delays –LPU	24 Hours	98%
Emails Delays –Top Customers	4 Hours	98%

k) Provide web user interface to allow Eskom to view status of emails - historical documents for 12 months.

Eskom business requires an ability to view details including status of all emails from the EDDS solution. The web interface will be managed by the EDDS service provider. This will assist with accelerating the resolution of failures for emails that were not distributed successfully to customers.

l) Pro-active monitoring of the EDDS solution.


It is imperative that the EDDS solution is up and running to distribute emails to customers within the agreed timeframe. Proactive monitoring is required to identify possible risk and impact to the EDDS solution. Service provider should explain how the monitoring will be implemented and monthly report on monitoring feedback should be provided to Eskom.

m) EDDS Solution Testing and compliance to Eskom Governance processes.

n) Legislative Compliance.

The solution must comply fully to all the relevant South African Acts and Regulations:

1	Establish and maintain a backup and restoration plan for all records and document each backup.
2	Test system backups on a regular basis to ensure media and information integrity.
3	Actions required by or request made in terms of laws and regulations must be logged, tracked, prioritised and addressed promptly
4	Comply with information privacy legislation, including Consumer Protection Act, Electronic Communication and Transactions Act
5	Identify and document the external laws, regulations, and rules with which the company must comply regarding its information systems, information technology, and the industry / sector in which it operates.
6	Ensure that the company maintains a compliance monitoring and audit policy.
7	Comply with Promotion of access to information legislation.
8	Establish and maintain procedures for managing the records of the system including preservation and disposition procedures.
9	Provide authorization controls on all transactions
10	Establish and maintain a security and internal control framework policy.
11	Establish and maintain an encryption management and cryptographic controls policy.
12	Log the usage of identification and authentication mechanisms.
13	Ensure the audit logs contain a timestamp.

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

14	Establish and maintain a data retention policy and determine how long to retain records.
15	Ensure the nonrepudiation of transactions.
16	Ensure user identifications are logged.

The objective of this section is to describe the functionality required for the proposed solution.

- Email bills to customers where customers have requested the bill to be emailed.
- Process documents destined for the same address / destination into one 'package'.
- Ability to re-send an original invoice if the initial email was sent to the wrong or incorrect recipient.
- Legislative Compliance.
- Provides integration of the delivery status report to MCB D solution.
- Provides Daily and Monthly reports of the email's delivery status.
- Provide a diagnosis and reporting capability in case of failure of emails.
- Provide capability to receive emails via manual solution in the event of connection failure.
- In the event of a disaster to receive emails from Eskom Disaster Recovery site.
- Adhere to the Eskom Service Level Agreements of sending out documents electronically.
- Provide web user interface to allow Eskom to view status of emails delivery status; and
- Proactive monitoring of the solution.
- The Web User Interface should allow Eskom users to retrieve the historical documents for 12 months.
- Branding and Tracking
- Web User Interface - Reporting and Audit Trail
- EDDS Solution Testing and compliance to Eskom Governance processes
- Ad hoc email campaigns.
- Training on the web user interface tool for all users

2.2. Licence Management for Maintenance and Support:

This should be a service.


2.3. Training/Transfer of skills:

No training required.

3. Service Level Agreement requirements

Service Level Agreement


KPI	Target Hours	Target %
Emails Delays –SPU	24 Hours	98%
Emails Delays –LPU	24 Hours	98%
Emails Delays –Top Customers	4 Hours	98%

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

Incident Priority Matrix

Urgency	Impact		
	High	Medium	Low
High	1	2	3
Medium	2	3	4
Low	3	4	5

Priority Code	Description	Target Response Time	Target Resolution
1	Critical	Immediate	1 Hour
2	High	30 Minutes	4 Hours
3	Medium	1 Hour	8 Hours
4	Low	4 Hours	24 Hours
5	Very Low (RFS)	1 Day	1 Week

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

Approvals:

End user / requestor:	Name:	Mduduzi Ndwandwe
	Designation:	Application Support Manager
	Date:	12-03-2025
	Signature:	
Middle Manager:	Name:	Mugeshen Covenden
	Designation:	Solution Support Manager
	Date:	17 March 2025
	Signature:	
Senior Manager:	Name:	Varsha Pillay
	Designation:	Senior Manager
	Date:	18th March 2025
	Signature:	