	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
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		Effective Date	01 August 2016		
		Review Date	September 2022		
		RFI No.	CORP 5556		

PART A REQUEST FOR INFORMATION (RFI)			
Description of the works/goods/services	Software Testing Tools		
Deadline for submission	07 October 2021	At (South African Standard Time)	10:00 AM
Tender Office address	<b>Eskom Megawatt Park Retail Centre Megawatt Park 1 Maxwell Drive Sunninghill 2000</b>		
	<b>N.B: Tenderers will not be allowed to enter Eskom Megawatt Park premises if they are not in possession of a valid travel permit issued under the lockdown regulations. Tenderers/business should know whether they have the necessary permits to travel and conduct business or not, and if they don't have these permits they can make use of courier companies, who under the relevant lockdown level have been defined as essential services, and thus should have the necessary permits to travel and deliver tenders to the various tender offices.</b>  <b>Eskom will not take any responsibility for any late submissions as a result of non-compliance to the tender delivery requirements.</b>		
Precautionary measures to be taken on delivery of Tender documents	<b>Tenderers shall ensure all precautionary measures to prevent the spread of Covid 19 virus as issued by the Department of Health or as prescribed by the Disaster Management Act and other relevant authorities are undertaken when tender documents are transported and delivered at Eskom Megawatt Park Tender Office.</b>		


Eskom Holdings SOC Ltd ("Eskom") invites you to submit a

- Request for information (RFI) for the services as stated in the table. This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform and assist Eskom's further deliberation and development of a strategy for the Software Testing Tools

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- This RFI is to gather information regarding the suppliers that are in the Market for the Software Testing Tools
- Should you suggest an alternative project as a turnkey solution, the following additional info will be required:
- Estimated time and cost effort per implementation phase
- Respondents are to provide all proof of experience and relevant information in response to the questionnaire below.

Eskom has delegated the responsibility for this **RFI** to the signatory of this document, whose details can be found below.

We look forward to receipt of your response.


Yours faithfully

Name	Designation	Signature	Date
Nothukela Thuksi Sereo	Procurement Manager		30 August 2021
Telephone number	N/A	e-mail address	SereoNL@eskom.co.za

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<b>PART B</b> <b>RESPONSE SHEET IN TERMS OF A REQUEST FOR INFORMATION</b> <b>To be completed by the supplier</b>			
<b>To</b>	Eskom Holdings SOC Ltd	<b>Date</b>	<b>[insert today's date]</b>
<b>Attention</b>	<b>[insert name of Procurement Practitioner as it appears in Part A]</b>		
<b>Tel no</b>	<b>[insert your tel number]</b>	<b>Fax no and /or e-mail address</b>	<b>[insert your fax number and/or e-mail address]</b>
<b>From</b>	<b>[insert the registered full legal name of the company]</b>	<b>Address</b>	<b>[insert e-mail address]</b>
<b>Address</b>	<b>[insert the physical address of the company]</b>		
<b>Sender</b>	<b>[insert the full name of the sender at the company]</b>		
<b>Description of the works/goods/services</b>	<p>The following services are required:</p> <p style="text-align: center;"><b>4.1 The Scope pertains to a Testing Software Tools.</b></p> <p>Respondents are required to provide a full product overview and indicative costing proposals for a Testing Software Tool in the section <b>5. Business Requirement</b> below, and will empower the business to improve in producing quality software testing over time.</p> <p style="text-align: center;"><b>4.2 Product Overview</b></p> <p>The following information should be supplied with regards to the product:</p> <ul style="list-style-type: none"> <li>• Product Architecture description – Solution &amp; technical architecture description must be included</li> <li>• Product Functionality - A full functional description of the product is required together with a functional mapping to the System requirements as listed below</li> <li>• Integration- Clear indication of system integration capabilities and interfacing with other systems</li> </ul>		

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#### 4.3 Costing Overview

Eskom has adopted a cloud first strategy; however certain regulatory factors will apply to solutions that contain personal information of customers and employees.

##### Licenses (Capex and Opex)

Respondents are requested to propose a 3 – 5 year pricing plan/view based on the following implementation options where appropriate:

- Option 1) On-Premise (Within Eskom environment)
- Option 2) Local Cloud – Must be hosted in South Africa
- Option 3) Hybrid

##### Implementation and Support

Respondents are requested to provide the following pricing information:

- Implementation of product indicative pricing estimate.
  - Architecture Design
  - Functional Analysis and Advise
  - Implementation
    - End to end implementation service for the Software Testing Application solution
  - End user training
  - Stabilisation support and Handover
  - Ad hoc enhancements and reports
  - Software maintenance and application support for 5 years
  - Testing
  - Go live
  - Software maintenance and application support for 3 – 5 years
- Indicative cost estimate for integration.
  - Integration to Application Performance Monitoring systems

#### 4.4 Delivering for Testing Services Tool


The tools required must have the capability to perform the following activities.

- To provide a Software Testing Application solution for Eskom to manage the complete testing lifecycle
- The solution to cover Business Process Testing module adding to Quality ALM that enables the faster creation, execution and maintenance of test scripts

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## 1) Business Requirements

### 5.1 High level Requirements

The software testing application should encompass the ability to manage, plan, execute all test cases and defects associated with any development of an IT solution or software. This will ensure that all software and solutions developed within Eskom is rigorously tested and is ready for deployment to the Production – go live environment where users will interface with the system.

Gathering requirements for quality assurance is pivotal during testing. When the present software testing applications become unavailable, GIT will not be able to test Eskom application systems developed. This ultimately means that no solution can be promoted to production, bringing all deployments to a complete halt.

Eskom Group IT currently follows the Testing Lifecycle Model (TLCM). The testing lifecycle model details the key phases in testing which include pre project planning, concept, definition, execution, and finalisation. This testing process is executed in a systematic manner. There is a series of activities which are carried out to improve the quality assurance of solution releases.

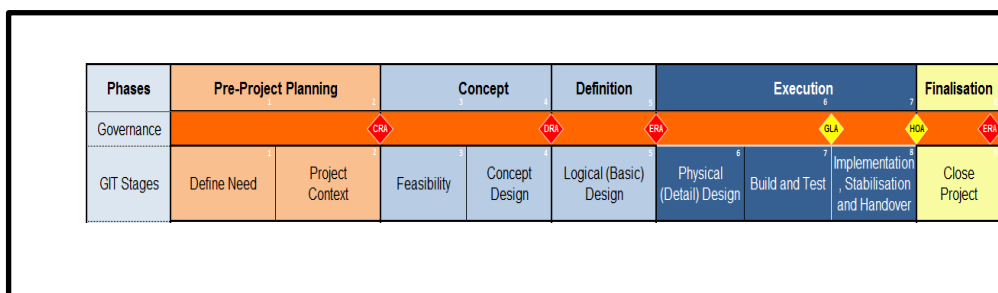


Figure 1: Group IT Testing Lifecycle model


Software testing applications have become a standard practice in the organisation. The following software testing purposes are reflected below:

- Software testing is performed in a dedicated environment that resembles a production environment into which the end product is delivered.
- To verify that the solution functions according to the expectation as defined by the requirements specifications. The key area of concern is not only to detect any bugs or defects but to ascertain situations that could impact the end user experience.
- Bridging the gap between business and IT, rigorous testing that delivers on the business requirements.
- Governance needs are followed, it is essential for a company to achieve its objectives and drive improvement. The Governance sign-off documentation indicates the completeness and accuracy of the testing report. This sign-off is mandatory for all initiatives (i.e. projects, changes, bug fixes).

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- Transparency across the application lifecycle. There is visibility of the applications developed and the extent they meet the needs of the customer.
- The management of system changes and new development changes.
- User acceptance testing that denotes the readiness for test execution when development is complete.
- Software testing applications provide an Automation platform for software testing this therefore reduces testing timelines.
- Continuous improvement that results in efficiency, traceability and improves the long term maintenance of the solution.
- System credibility is boosted amongst business users.
- Test run, defect management which ensures that any defects are identified.
- Gaining ultimate confidence in delivering solutions that meet expectations and add the most value.

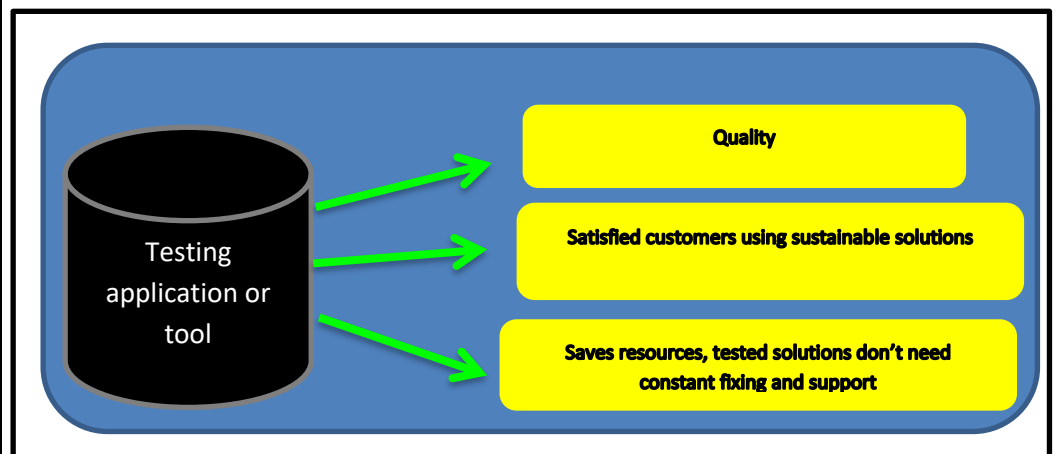


Figure 2: Software testing benefits

**Key Benefits:**

- Cost savings related to defects the need fixing after production.
- Avoid time and cost consuming Priority 1 war rooms.
- Avoid Eskom's reputational damage that could be caused by defective software

The following high level categories have been identified to group the requirements in a structured manner.


• **5.2 High level requirement categories:**

- A. Test applications/ Tools functionality (All functionality that the tool requires during the different test types which include functional testing, automation testing, performance testing, mobile testing and exploratory testing).
- B. Test process compatibility (Tool must be compatible with the test process).
- C. Data Management (Data migration from existing testing tool to the new tool is mandatory).

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	<p>D. Infrastructure (Eskom has infrastructure standards that the tool must be compatible with).</p> <p>• <b>5.3 High level requirement sub categories:</b></p> <p>A. Test Applications/ Tools Functionality</p> <p>Test applications and tools consist of test types which include functional testing, automation testing, performance testing, mobile testing, and exploratory testing. Eskom aims at performing the test types mentioned. To ensure that the test types reach their desired objectives key functionality is required. In addition test data visualization is required through graphic dashboard and reporting capabilities.</p> <p>Detailed and summary views of testing should be provided, in addition users should be able to filter, select fields that they would like to add in order to change the views of data. All phases of testing require reports to be generated in different views i.e. bar graphs, charts, visuals i.e. donuts, trend lines. The ability to create, update, reuse test cases should be enabled.</p> <p>The following test types are linked to the test levels have been identified below</p> <p>Functional Testing</p> <ul style="list-style-type: none"> <li>• Unit testing</li> <li>• Integration testing</li> <li>• System testing</li> <li>• System integration testing</li> <li>• UAT</li> <li>• Regression testing</li> <li>• Exploratory testing</li> </ul> <p>Non- functional Testing</p> <ul style="list-style-type: none"> <li>• Performance testing</li> <li>• Load testing</li> <li>• Stress testing</li> <li>• Volume testing</li> <li>• Recovery testing</li> <li>• Reliability- Endurance testing</li> </ul>
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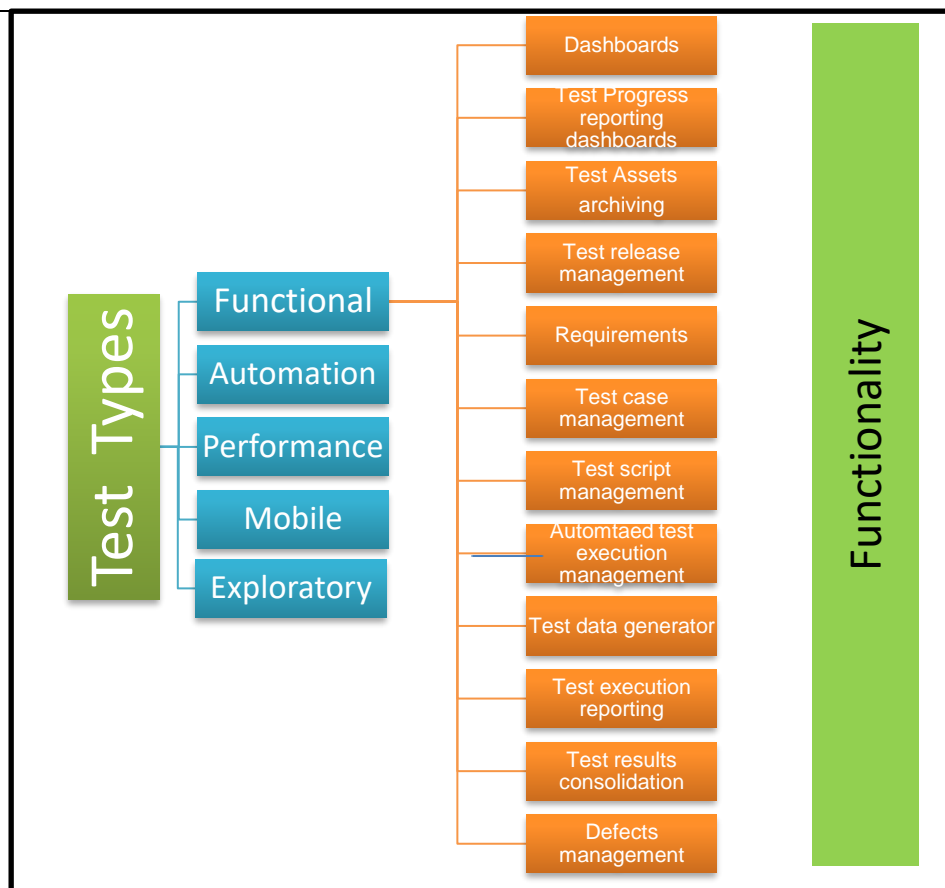


Figure 3: Tool Functionality: Test types and Test functionality linked to each test type

#### B. Test Process compatibility

##### Organisational Test Process- Organisational Test Specifications

###### Sub Process entails:

- Creation and maintenance of organizational test specifications, such as organizational test policies and strategies, processes, procedures and other assets.
- Word Processor (e.g. MS Word).
- Applicable to functional, Automation and performance testing.

##### Test Management Process

###### Sub process entails:


- Test planning process (Test Release Management, Testing Scope, Test Scheduling and Attachments MS Word Test Plan).
- Test monitoring and control process (Test Progress Reporting Dashboards).

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	<ul style="list-style-type: none"> <li>• Test compilation process (Test Assets Archiving).</li> <li>• Applicable to functional, Automation, performance testing.</li> </ul> <p>Dynamic Test Process</p> <p>Sub process entails:</p> <ul style="list-style-type: none"> <li>• Test design and implementation process (test requirements management, test case management, test execution management, test data generator) Applicable to functional testing.</li> <li>• Test design and implementation process (test requirement management, test script management, Automation test execution management, test data generator) Applicable to Automation testing.</li> <li>• Test design and implementation process (test requirement management, test script management, Performance test execution management, test data generator) Applicable to Performance testing.</li> <li>• Test environment set up and maintenance process (configuration management) Applicable to Functional, Automation and Performance testing.</li> <li>• Test Execution process (Test execution reporting at functional Automation and performance testing types)</li> <li>• Test incident Reporting process (Defect management at functional, Automation and performance testing types)</li> <li>• Test environment set up and maintenance process, test execution process, test incident reporting process.</li> </ul> <p>It is crucial that the tool is compatible with the Eskom test process.</p> <p>C. Data management</p> <ul style="list-style-type: none"> <li>• It is of crucial importance that data residing in the current testing tool is migrated to the new tool or application.</li> <li>• Data migration plans should be compiled in order to ensure that all test data is migrated.</li> <li>• Data migration must be taken into consideration for this entire solution requirement.</li> <li>• Data migration planning.</li> </ul> <ul style="list-style-type: none"> <li>• <b>5.5 Infrastructure</b></li> </ul> <p>The following points address the key points related to Infrastructure.</p> <p>5.5.1 Information Architecture:</p> <ul style="list-style-type: none"> <li>• The application or tool needs to be compatible with existing Eskom infrastructure standards.</li> <li>• These standards include ISO 27001, ISO 27018, POPI Act, and GDPR etc.</li> </ul> <p>5.5.2 Data Architecture:</p>
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- Eskom requires the product to support tape archiving
- The product should be able to interface with the third party archiving tools
- General archiving policy of the solution
- Please indicate as to how long a transaction will be kept on the system before it can be archived.
- Database capacity requirements need to be considered. Take note that Eskom has adopted Oracle 12c, MS SQL Server 2012 /2016 and SAP HANA as standard database solutions across the enterprise.
- Indication of any constraints on data distribution which may be imposed by the package.
- How much control will a distributed site have over its own data, in terms unique access control and security requirements?
- Can the solution database be optimized? If yes, what optimization principles to you prescribe to?
- Provide the administrative requirements and mechanisms that will ensure data optimization, tuning and integrity within the system.
- The Supplier to provide other third party tools that can be used for data analysis and manipulation.
- Is the solution internal database structure proprietary or industry standard?
- Can the package be able to partition data along BU (business Unit) boundaries, and still provide consolidated reports?
- The Supplier to provide the high level data model of the application.

5.5.3 Application Architecture

- The modules of integration should be provided, with a roadmap of releases.
- Explanations will be required on custom-built or third party applications can be invoked from your solution.
- Descriptions of the extent which real-time update are managed in a distributed environment.
- Descriptions of the amount of effort required to build interfaces to other third party application.

• **5.6 References:**

- Respondents are required to provide at least two references of where the solution has been deployed within similar industries.

**5.7 Integration requirements**

- Solution must be decoupled from an enterprise system of record layer.
- Respondents to the RFI must provide a clear indication of their system’s integration capabilities.


5.8 Performance requirements

Number	Name	Description
24x7x365	Availability	Always available to employees /testers

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	200 customers	Concurrent users	Estimated figure based on number of licenses Eskom owned on a previously contract.
	<5 seconds	Transaction times	All transactions (commits and responses) to be completed within 5 seconds. Initial response within 2 seconds.
<p><b>5.9 Security requirements</b></p> <p>5.9.1 Information Security Architecture</p> <p>Eskom's IT infrastructure is being accessed by a multitude of computer and mobile devices with different platforms. The challenges in catering for these devices are exacerbated by personal device ownership challenges. The implementation of the most appropriate mitigating controls and security measures must take into consideration the changing dynamics of logical access to personal and work resources with user devices.</p> <ul style="list-style-type: none"> <li>• Authentication and Authorisation, an authentication strategy should be provided.</li> <li>• User account data to be secured</li> <li>• Customer Authentication to be shared with Mobile Application (single login between systems)</li> <li>• All transactions secured with Secure Socket Layer (or appropriate encryption)</li> <li>• Employees to be authenticated with Microsoft Active Directory credentials</li> <li>• Only authorised users allowed access to data</li> <li>• Authorised Eskom staff can access the system and relevant information for support and reporting purposes.</li> <li>• Unauthorized or employees with restricted privileges can only access limited information as per the given access rights</li> <li>• All user activity to be logged and tracked.</li> </ul> <p><b>Training/Transfer of skills:</b></p> <p>The tenderer must</p> <ul style="list-style-type: none"> <li>• Train super users.</li> <li>• Train support personnel and ensure sufficient knowledge transfer</li> </ul> <p><b>Safety:</b></p> <p>Third party resources will be required to visit an MWP/ EAL site during execution of the project. Consultation with the Occupational Health and Safety Practitioner for applicable SHE requirements is mandatory.</p>			

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Please find below our response to Eskom's questions:

No.	Questions	Please indicate your response in this column
1.	<b><i>Your contact name and contact details</i></b>	
2.	<b><i>Company registration number</i></b>	
3.	<b><i>Brief description of previous experience and Description of the solution that you can offer</i></b>	
4.a	<b><i>Can your Solution/Tool provide the following : Test Management Capabilities</i></b>	Yes/No
4.b	<b><i>Test Automation Capabilities</i></b>	Yes/No
4.c	<b><i>Performance Testing Capabilities</i></b>	Yes/No
4.d	<b><i>Defect Management</i></b>	Yes/No
4.e	<b><i>Dashboard and Reporting</i></b>	Yes/No
5.	<b><i>Indicate your license model (e.g. cloud-based, hardware lock solution (dongle), perpetual licenses or a combination of more than one.</i></b>	
6.	<b><i>Please provide indicative pricing options for the various license models /packages</i></b>	
8.	<b><i>Provide indicative costing for configuration and installation</i></b>	
9.	<b><i>Indicate timelines for a typical configuration and installation</i></b>	
10.	<b><i>Provide the minimum hardware and software specifications for use of the software (for both simplistic and detailed structure analysis) e.g. Windows/Apple, graphics cards, RAM, memory specifications, etc.</i></b>	

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## SECTION C

### 1. INTRODUCTION

Eskom Holdings SOC Limited (“Eskom”) – Request for information for the Software Testing Tools

### 2. BACKGROUND

#### 2.1 OBJECTIVE

Eskom intends to use the information provided as a means of providing the following:

- 2.1.1 To identifying appropriate suppliers who can respond to an RFP should Eskom send out an RFP at a later stage.
- 2.1.2 To gather information on the suppliers available in the market.

### 3 SUBMISSION GUIDELINES

To ensure the receipt of communication with regard to this request for information process, kindly complete Appendix A – Acknowledgement Form and return it by email as indicated on the **form within 3 days** of receiving this Invitation.

### 4 METHOD OF DELIVERY


The RFI submissions must be sealed and delivered at the Tender Office Box located at the following address:

Eskom Holdings SOC Limited  
Tender Office  
Megawatt Park (Retail Centre)  
1 Maxwell Drive  
Sunninghill

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All submissions responses must be clearly marked as follows:

- Offer Confidential Enquiry Reference no: **CORP 5556**

#### **Request for information for the Software Testing Tools**

- Closing date: 07 October 2021
- Closing time: 10h00 AM South African Standard Time.

**NB: PLEASE NOTE: THE TENDER BOX WILL ONLY BE AVAILABLE FROM 6:00 TO 18:00 (MONDAY TO FRIDAY)**

## **5 HANDLING OF CORRESPONDENCE AND DOCUMENTS**

The submission may not be addressed to any Eskom Holdings employee, nor may any Eskom employee deposit a tender in the tender box on behalf of a respondent, except one lodged by courier.

Eskom Holdings does not take responsibility for tenders delivered to any other site than the Tender Office as specified in the above. Any tender which is not delivered as above will be deemed a late tender.

Your RFI submission should have a thorough index and reference all documentation submitted. RFI documentation should be neatly filed / bound.

## **6 QUERIES AND QUESTIONS**

No questions, during the RFI period will be answered telephonically. Questions must be submitted in writing, either via e-mail to:

Attention: Nokwabelwa Khanyile

E-mail: khanyign@eskom.co.za


### **SUBJECT LINE: REQUEST FOR INFORMATION FOR THE SOFTWARE TESTING TOOLS**

The closing time for clarification of questions and queries is 5 working days before the deadline of the submission.

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## 7 REQUIREMENTS OF YOUR SUBMISSION

This submission will not be considered unless it is -

- Received on or before the time and date as indicated;
- Sealed and signed by person(s) duly authorised to act on behalf of your company;
- Received in full;
- Eskom Enterprises reserves the right to cancel this enquiry process at any time prior to entering into any contract that may result from this process and will not accept or incur any liability for such cancellation;
- Eskom Enterprises is not bound to accept any of the submissions, nor give reasons for any decisions in this respect;
- The Information provided below may be used when going out on enquiry for a request for proposal or a quotation.

## 8 FORMAT OF SUBMISSION

**EACH RFI SHALL BE SUPPLIED IN PRINTED AND IN ELECTRONIC FORMAT. ALL PRINTED AND ELECTRONIC COPIES OF EACH SUBMISSION SHALL BE IDENTICAL TO THE ORIGINAL SUBMISSION IDENTIFIED AS FOLLOWS:**

- 1 x ORIGINAL RFI
- 1 x COPY RFI AND
- 1 x COPY RFI – ELECTRONIC MEMORY STICK


## 9 IMPORTANT NOTES

- 9.1 Please note that this enquiry is not a Request for Quotation/Proposal but a Request for information only and therefore non-committal and does not constitute a guarantee of business, or an agreement to negotiate a binding agreement.
- 9.2 This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform and assist Eskom's further decisions. No respondent, through submission of information will gain any right to participate in any future process, and participates herein on the basis that it is providing information voluntarily to strengthen a potentially beneficial process for all stakeholders. In addition, no participant shall be prevented or

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	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	September 2022		
		RFI No.	CORP 5556		

excluded from participation in the bidding process due to submission of information in response to this RFI.

- 9.3 Any information provided pursuant to this RFI process and any subsequent processes and/or engagement is not confidential but Eskom will use the information only in the course of its process Eskom for the Provision to Supply and Install an online Plant condition Monitoring system/equipment to Eskom Holdings SOC Limited.
- 9.4 Through making a submission, a respondent accepts the terms and conditions which govern this process.
- 9.5 All participants responding to this RFI process need to ensure that they have received all information and remain solely responsible for satisfying themselves as to the information required in responding hereto and are fully responsible for all costs incurred in relation hereto and under no circumstances will any resultant cost be borne by Eskom.
- 9.6 Eskom reserves the right not to proceed with any further engagements on the requirements presented.
- 9.7 Eskom reserves the right not to proceed with any further engagements on the requirements presented.
- 9.8 Please complete the attached Acknowledgement Form and return it by email as indicated on the form within 3 days of receiving this Invitation.

Yours faithfully


Name	Designation	Signature	Date
<b>[insert your full name/s]</b>	<b>[Insert your full designation]</b>		
Telephone number		Fax and/or e-mail address	

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## APPENDIX A: RETURNABLE ACKNOWLEDGEMENT FORM

TO:	ESKOM HOLDINGS SOC LIMITED's <i>Representative</i>	FROM:	
Attention:	Nokwabelwa Khanyile	Sender:	
Contact No:	011 800 6232	Contact No:	
e-mail:	<a href="mailto:khanyign@eskom.co.za">khanyign@eskom.co.za</a>	E-mail address::	

RFI reference number: **CORP 5556**

### Confirmation of respondents to participate in a Request for information for the Provision of Software Testing Tools

We are in receipt of Eskom Holdings SOC Limited request for information dated  
26 August 2021

We confirm the following (please mark the appropriate response):

No	Statement	Yes	No	Comments
1.	We are interested in submitting a response in terms of Eskom's RFI process requirements			
2.	We have noted the deadline for the RFI submission			
3.	We intend to submit the information in the name of the organisation stated above			
4.	We would like to receive all further information and correspondence at our e-mail address as above			
5.	We have read and understood all the "important notes" under point 9 above.			

Yours faithfully

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For the respondent

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