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# ERI Digital Display & Signage Scope of Work

## 1. Solution and Project Overview

The purpose of this tender is to procure a comprehensive digital signage solution for Eskom Rotek Industries SOC Ltd (ERI), encompassing both physical hardware deployment (screens and connectivity) and content creation/management. The solution will involve installing large signage screens across multiple office locations, indoors and outdoors, to display corporate information provided by ERI's Communications department and general information (e.g., weather, traffic, breaking news) sourced by the supplier. Content will be department-specific, requiring the system to support targeted content delivery. The supplier will be responsible for design, deployment, content creation, maintenance, and support, including training for internal staff. The contract duration is 5 years, with monthly maintenance and support required. All hardware assets, including screens, will be leased over the duration of the contract.

## 2. Scope of Services

### 2.1 Physical Hardware and Connectivity

#### 2.1.1 Hardware Deployment

- **Screen Installation:**
  - Deploy high-quality digital signage screens at various indoor and outdoor locations across ERI's Rosherville Site.
  - Indoor screens: Minimum 43 inches (options for 55 inches or larger).
  - Outdoor screens: Minimum 55 inches (options for 65 inches or larger).
  - Minimum resolution: 1080p (Full HD).
  - Brightness: Indoor  $\geq 500$  nits; Outdoor  $\geq 2500$  nits for sunlight readability.
  - Outdoor screens: IP65 or higher weatherproofing, anti-glare coating, operating temperature range  $-20^{\circ}\text{C}$  to  $50^{\circ}\text{C}$ .
  
- **Audio:**
  - Indoor: Optional built-in speakers ( $\geq 10\text{W}$  per channel) for select locations (e.g., lobbies).
  - Outdoor: No sound unless specified.
  
- **Operating Hours:**
  - Indoor: 12 to 18 hours/day (e.g., 6:00 AM–12:00 AM) with auto power-off.
  - Outdoor: 12 to 18 hours/day (e.g., 6:00 AM–12:00 AM) with auto power-off unless specifically stated as 24 hours/day with energy-saving modes (e.g., dimming post-midnight).
  
- **Supporting Hardware:**
  - Media players:
    - **Preferred Option:** Suppliers should propose screens with built-in media players (e.g., System-on-Chip solutions like Samsung Tizen-powered Smart Signage) to reduce device count, simplify installation, and minimize failure points. Built-in media players must support 4K playback, have  $\geq 4\text{GB}$  RAM and  $\geq 32\text{GB}$  storage, and be compatible with standalone 4G LTE (fallback to 3G) or VSAT connectivity. Suppliers must confirm 4G support and detail VSAT compatibility (e.g., connection to VSAT modem if required).
    - **Secondary Option:** If and where built-in media players are not feasible, separate media players may be proposed with  $\geq 4\text{GB}$  RAM,  $\geq 32\text{GB}$

## ERI Digital Display & Signage Scope of Work

- storage, and 4K playback support, compatible with 4G or VSAT connectivity.
- $\geq$  4GB RAM, 32GB storage, 4K playback support.
- Mounting: Wall mounts (indoor); weather-resistant pole/wall mounts (outdoor).
- Power: 100-240V AC, surge protection, UPS for outdoor screens ( $\geq$  1-hour uptime).
- **Lease Agreement:**
  - All assets (screens, media players, mounts, etc.) will be leased, not purchased.
  - Screens to be depreciated over the 5-year contract term.

### **Screen Location and Details**

Screen No:	Location	Indoor/ Outdoor	Size	Sound	Time
1	Head Office Reception	Indoor	55"	Yes	06:00 – 18:00
2	Head Office Ground Floor Lift	Indoor	55"	Yes	06:00 – 18:00
3	Head Office First Floor Lift	Indoor	55"	Yes	06:00 – 18:00
4	Head Office Second Floor Lift	Indoor	55"	Yes	06:00 – 18:00
5	Head Office Third Floor Lift	Indoor	55"	Yes	06:00 – 18:00
6	Head Office Fourth Floor Lift	Indoor	55"	Yes	06:00 – 18:00
7	Head Office Fifth Floor Lift	Indoor	55"	Yes	06:00 – 18:00
8	Head Office Sixth Floor Lift	Indoor	55"	Yes	06:00 – 18:00
9	Logistics Reception	Indoor	55"	Yes	06:00 – 18:00
10	Logistics Multi-Axle Department	Indoor	55"	Yes	06:00 – 18:00
11	Logistics Operations Centre	Indoor	55"	Yes	06:00 – 18:00
12	Bulk Material & Construction Reception	Indoor	55"	Yes	06:00 – 18:00
13	Bulk Material Services Offices	Indoor	55"	Yes	06:00 – 18:00
14	Bulk Material Services Offices	Indoor	55"	Yes	06:00 – 18:00
15	Bulk Material Services Yellow Plant	Indoor	55"	Yes	06:00 – 18:00
16	Construction Services Offices	Indoor	55"	Yes	06:00 – 18:00
17	Construction Services Offices	Indoor	55"	Yes	06:00 – 18:00
18	Turbo Generation Services Workshop	Indoor	55"	Yes	06:00 – 18:00

## ERI Digital Display & Signage Scope of Work

19	Turbo Generation Services Workshop	Indoor	55"	Yes	06:00 – 18:00
20	Turbo Generation Services Workshop	Indoor	55"	Yes	06:00 – 18:00
21	Turbo Generation Services Workshop	Indoor	55"	Yes	06:00 – 18:00
22	Turbo Generation Services Workshop	Indoor	55"	Yes	06:00 – 18:00
23	Turbo Generation Services NDT	Indoor	55"	Yes	06:00 – 18:00
24	Turbo Generation Services NDT	Indoor	55"	Yes	06:00 – 18:00
25	Turbo Generation Services RMF	Indoor	55"	Yes	06:00 – 18:00
26	Turbo Generation Services RMF	Indoor	55"	Yes	06:00 – 18:00
27	Transformer Switchgear Services Workshop	Indoor	55"	Yes	06:00 – 18:00
28	Transformer Switchgear Services Workshop	Indoor	55"	Yes	06:00 – 18:00
29	Transformer Switchgear Services Workshop	Indoor	55"	Yes	06:00 – 18:00
30	Transformer Switchgear Services Workshop	Indoor	55"	Yes	06:00 – 18:00
31	Transformer Switchgear Services Workshop	Indoor	55"	Yes	06:00 – 18:00
32	Transformer Switchgear Services Engineering	Indoor	55"	Yes	06:00 – 18:00
33	Transformer Switchgear Services Oil Plant	Indoor	55"	Yes	06:00 – 18:00
34	Training Centre Reception	Indoor	55"	Yes	06:00 – 18:00
35	Training Centre Office	Indoor	55"	Yes	06:00 – 18:00
36	Training Department Quantum Building	Indoor	55"	Yes	06:00 – 18:00
37	Training Department Quantum Building	Indoor	55"	Yes	06:00 – 18:00
38	Stores Department	Indoor	55"	Yes	06:00 – 18:00
39	Medical Centre	Indoor	55"	Yes	06:00 – 18:00
40	Fleet Control Room	Indoor	55"	Yes	06:00 – 18:00
41	Canteen	Indoor	55"	Yes	06:00 – 18:00
42	Blesbok Reception	Indoor	55"	Yes	06:00 – 18:00
43	Blesbok Offices	Indoor	55"	Yes	06:00 – 18:00
44	Bosbok Reception	Indoor	55"	Yes	06:00 – 18:00

## ERI Digital Display & Signage Scope of Work

45	Bosbok Offices	Indoor	55"	Yes	06:00 – 18:00
46	Heritage Offices	Indoor	55"	Yes	06:00 – 18:00
47	Heritage Offices	Indoor	55"	Yes	06:00 – 18:00
48	Heritage Offices	Indoor	55"	Yes	06:00 – 18:00
49	Heritage Offices	Indoor	55"	Yes	06:00 – 18:00
50	Security Offices	Indoor	55"	Yes	06:00 – 18:00
51	Mail Room Offices	Indoor	55"	Yes	06:00 – 18:00
52	Construction Stores Offices	Indoor	55"	Yes	06:00 – 18:00
53	Communication Reception	Indoor	55"	Yes	06:00 – 18:00
54	Communication Reception	Indoor	55"	Yes	06:00 – 18:00
55	Head Office Outside	Outdoor	TBD	No	24Hrs
56	Workshop Outside	Outdoor	TBD	No	24Hrs
57	Workshop Outside	Outdoor	TBD	No	24Hrs
58	Bulk Material & Construction Services Outside	Outdoor	TBD	No	24Hrs
59	Heritage Conference Centre Outside	Outdoor	TBD	No	24Hrs

### 2.1.2 Connectivity

- **Standalone Connectivity:**
  - Solution must use standalone connectivity, with a preference for VSAT (satellite) over 4G LTE (fallback to 3G), independent of ERI's corporate network
  - Bandwidth: ≥ 10 Mbps download/upload.
  - Redundant connectivity (e.g., backup VSAT link or dual SIM for 4G) to ensure uptime.
- **Network Topology:**
  - Supplier must provide a detailed topology diagram illustrating system connections (e.g., screens, media players, connectivity infrastructure).

### 2.1.3 Maintenance and Support

- **Monthly Maintenance:**
  - Preventive maintenance for leased screens, media players, and connectivity hardware.
  - Provide maintenance schedule and checklist.
- **Support:**
  - 24/7 technical support, response time ≤ 2 hours for critical issues.
  - Service Level Agreement (SLA): ≥ 98.0% uptime, resolution timelines.
- **Training:**

## ERI Digital Display & Signage Scope of Work

- Provide training for two internal Information Management (IT) employees to facilitate on-site support.
  - Training must cover hardware troubleshooting, connectivity diagnostics, and basic system maintenance.
  - Provide training for two internal Communications employees to facilitate on-site administration and content management.
  - Include training materials (e.g., manuals, videos) and a session (in-person or virtual) prior to go-live.
- **Warranty:**
    - Hardware: ≥ 3-year warranty, option for extension, applicable to leased assets.

## 2.2 Content Creation and Management

### 2.2.1 Content Creation

- **Corporate Content:**
  - Receive corporate material (e.g., announcements, videos, images, safety stats) from ERI's Communications department.
  - Design visually engaging content adhering to ERI's branding guidelines.
  - Optimize content for digital signage (e.g., correct resolution, aspect ratios).
  - Content will be both generic and department-specific, tailored to individual departments and areas.
- **Additional Content:**
  - Source and integrate third-party feeds for:
    - Weather: Local forecasts for each office location.
    - Traffic: Real-time updates for relevant commuting routes.
    - Current Affairs news: Curated from reliable sources.
    - Breaking news: Curated from reliable sources.
    - Sports news: Curated from reliable sources
    - Full news events: This could include a budget speech or prominent person's funeral or even a sport's game on request.
  - All third-party visuals, content and images should have the required licences and/or copy right to be used. ERI will not be liable for any infringements.
  - Ensure feeds are visually formatted and consistent with corporate content.
  - An override system with emergency copy should be available to be implemented on site at any given time.
- **Retainer:**
  - Pay-per-use retainer providing a maximum of 20 hours of content creation services per month.
  - Only actual hours used (e.g., 10 hours if only 10 are used) will be billed at the end of the month.
  - Includes design, formatting, and integration of department-specific corporate and third-party content.

### 2.2.2 Content Management

- **Content Management System (CMS):**
  - Provide a CMS for scheduling and updating content remotely.

## ERI Digital Display & Signage Scope of Work

- Support both generic and department-specific content delivery, allowing targeted content to be displayed on screens designated for specific departments (e.g., HR content in HR office areas).
- Support formats: Images (JPEG, PNG), videos (MP4, AVI), RSS feeds, HTML5, text.
- User-friendly interface for Communications department staff.
- Multi-user access with role-based permissions (e.g., department-level editors).
- Security: Encrypted data transmission, two-factor authentication.
- **Analytics:**
  - Real-time monitoring of content playback and system health.
- **Workflow:**
  - Collaborate with ERI's Communications department for content approvals.
  - Schedule content based on agreed timelines (e.g., align with operating hours).
- **Key Information Needed:**
  - **CMS Requirements:** Specific features for department-specific content delivery (e.g., tagging, screen grouping).
  - **Staff Access:** Number of users, permission levels, and department-specific access needs for CMS.
  - **Approval Process:** Timeline and process for content approvals, including department-level reviews.

### 2.2.3 Maintenance and Support

- **Software Maintenance:**
  - Regular CMS updates and patches.
  - Ensure compatibility with third-party feeds and department-specific features.
- **Support:**
  - 24/7 support for CMS issues, response time ≤ 2 hours.
  - SLA: ≥ 99.9% CMS uptime.

## 3. Contract and Pricing

- **Duration:** 5 years, with annual performance reviews.

### 3.1 Pricing Structure:

#### 3.1.1 Hardware and Connectivity:

- Monthly lease costs for screens and all assets, with screens depreciated over 5 years.
- Installation costs for hardware and connectivity setup.
- Monthly maintenance and support fee.
- Training costs for two IT employees.
- Additional costs (e.g., licensing, permits).

#### 3.1.2 Content Creation and Management:

- Monthly retainer for 20 hours of content creation.
- CMS licensing or subscription fees, copyright of images and text.
- Third-party feed costs (e.g., weather/news subscriptions).

#### 3.1.3 Billing:

## **ERI Digital Display & Signage Scope of Work**

- Monthly billing will include all services and charges (lease, installation, maintenance, training, retainer, subscriptions).
- No additional costs outside the scope are permitted; suppliers must provision for all requirements within the quoted price, ensuring no extra costs are borne by ERI.

### **4. Implementation**

#### **4.1 Project Plan Submission**

- The supplier must submit a detailed project plan with their proposal, including:
  - A timeline with key milestones (e.g., site assessments, installation, testing, etc.).
  - Resource allocation (personnel, equipment, etc.).
  - Major deliverables for each project phase.

#### **4.2 Safety File Requirements**

- All safety file requirements must be planned for and provided at the supplier's cost, including:
  - Compliance with all applicable safety regulations.
  - Safety documentation and certifications as required.

#### **4.3 Site Planning**

- The supplier must conduct site planning for each installation location, including:
  - Identifying pre-requirements such as power sockets, DB locations, load availability, structural support, civils, trunking, sleeves, safety needs, and travel requirements etc.
  - Conducting site surveys to assess installation feasibility and constraints.