Annexure A **Key Requirements**

Item #	Technical Requirements		Evaluator Scores		
	Business requirements	**Mandatory Returnables -** Evidence below to be provided in the technical file and numbered to align with each criteria question.	**Weight / Max score**	**Scoring guideline**	**Selection Options**
K1	Eskom requires a proven **solution that has a track record of use in top utilities.** See examples of "top utilities" in Top energy providers sheet.	In your technical submission please list the **"active" (still used)** implementations of your solution at top utilities with more than **5000 points of supply.** Provide: - Company name - Implementation year - Implementation status - active - Size of implementation - number of points of supply - Country - Company website	2.1%	1. Solution is currently being used in more than **5 top utilities**	2.1%
				2. Solution is currently being used in **2 to 5 top utilities**	1.4%
				3. Solution is currently being used in **1 top utility**	0.7%
				4. Solution is **NOT** currently being used in a **top utility**	0.0%
K2	Eskom requires a proven **solution that has been in the market for a number of years** i.e. a mature system used by top utilities**.**	In your technical submission please indicate how long your solution has been used by top utilities with more than **5000 points of supply**. Provide: - Company name - Implementation year - Implementation status - active - Size of implementation - number of points of supply - Country - Company website	2.1%	1. Solution has been used at top utilities in the market for **more than 5 years**	2.1%
				2. Solution has been used at top utilities in the market for **2 to 5 years**	1.4%
				3. Solution has been used at top utilities in the market for at least **1 year**	0.7%
				4. Solution is **NOT** used in the market yet	0.0%
K3	Eskom requires the **vendor to have previous experience** in the implementation of the system/solution: - Installation / implemenation of the solution at top utilities. - At least 5+ years experience.	In your technical submission please list the implementations of the system/solution you have done for **top utilities with a more than 5000 points of supply** and **indicate the number of implementations.** Provide: - Role: Leading role, venture partner / sub-contractor, no-experience etc. - Time taken to implement - Size of implementation - number of points of supply - Implementation year - Implementation status - active - Reference letters from individual projects/clients	1.8%	1. Vendor has implemented solution at **greater than 3** top utilities (with > 5000 points of supply)	1.8%
				2. Vendor has implemented solution at **2 to 3** top utilities (with > 5000 points of supply).	1.3%
				3. Vendor has implemented solution at **1** top utility (with > 5000 points of supply).	0.9%
				4. Vendor has **NOT** implemented solution at a top utility (with > 5000 points of supply).	0.0%
K4	Eskom requires the **vendor to have previous experience** in the implementation of the system/solution: - Installation / implementation of the solution at top utilities. - At least 5+ years experience.	In your technical submission please list the implementations of the system/solution you have done for **top utilities with a more than 5000 points of supply** and **indicate the time taken to implement.** Provide: - Role: Leading role, venture partner / sub-contractor, no-experience etc. **- Time taken to implement** - Size of implementation - number of points of supply - Implementation year - Implementation status - active - Reference letters from individual projects/clients	1.8%	1. The **quickest implementation** at a top utility (with > 5000 points of supply), took **less than 18 months**	1.8%
				2. The **quickest implementation** at a top utility (with > 5000 points of supply), took from **18 to 24 months**	1.2%
				3. The **quickest implementation** at a top utility (with > 5000 points) of supply, took from **25 to 36 months**	0.6%
				4. The **quickest implementation** at a top utility (with > 5000 points of supply), took **longer than 36 months**	0.0%
K5	Eskom requires the solution to cater for virtual wheeling as part of the core solution (could be built / plugged in as part of the final solution). Virtual wheeling: The aggregating of data from the loads and generators and against this a refund is provided for the wheeled energy on a consolidated basis.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: 1. Standard functionality or deliver by configuration 2. Deliver by built in customization tools or deliver by development (changes are preserved in future upgrades) 3. Deliver by development (BUT changes NOT preserved in future upgrades) or not possible	1.8%	1. Standard functionality **or** can be delivered by configuration.	1.8%
				2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.9%
				3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
K6	Eskom requires the solution to include a (wheeling) portal dealing with external buyers (traders, customers and corporate entities) i.e. a client facing portal.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: 1. Standard functionality or deliver by configuration 2. Deliver by built in customization tools or deliver by development (changes are preserved in future upgrades) 3. Deliver by development (BUT changes NOT preserved in future upgrades) or not possible	1.8%	1. Standard functionality **or** can be delivered by configuration.	1.8%
				2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.9%
				3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
K7	Eskom requires easy access to solution support **human resources**, preferably local on-site support.	In your technical response indicate how solution support **human resources** will be accessed. 1. Local (onsite) 2. Hybrid - Local (on site) and online 3. Online	1.4%	1. Local (on site)	1.4%
				2. Hybrid - Local (on site) and online	0.7%
				3. Online	0.0%

K8	Eskom requires the solution to have an average hit rate greater than 114 hits / sec for 500 concurrent users.	In your technical response, please provide performance testing results for average hits per second for 500 concurrent users.	1.1%	Solution supports an average hit rate > 114 hits / sec.	1.07%
				Solution supports an average hit rate <= 114 hits / sec.	0.54%
				No performance testing results received.	0.00%
K9	Eskom requires the solution to be able to handle 500 concurrent users.	In your technical response, please provide performance testing results showing how many concurrent users the solution can handle.	1.1%	Solution supports >= 500 concurrent users.	1.07%
				Solution supports < 500 concurrent users.	0.54%
				No performance testing results received.	0.00%

Project management

Item #	Technical Requirements		Evaluator Scores		
	Business requirements	**Mandatory Returnables -** Evidence below to be provided in the technical file and numbered to align with each criteria question.	**Weight / Max score**	**Scoring guideline**	**Selection Options**
PM1	Project management will be done according to a structured, internationally-recognised project management methodology, as such Agile or waterfall	In your technical response describe the project management methodology used. e.g. Agile, Waterfall by your company. Provide a project plan for the system upgrade showing milestones with completion dates.	1.7%	Vendor uses agile or waterfall methodology.	1.7%
				Vendor uses a different project management methodology - Not agile or waterfall.	0.8%
				Vendor did not show evidence of a structured project management methodology.	0.0%
PM2	Eskom requires the vendor to appoint a project manager who has experience managing similar projects	In your technical response provide details of the proposed project manager, including qualifications and experience on projects of similar size and complexity, provide the project managers CV as evidence.	1.4%	Project manager has more than 5 years experience managing similar projects.	1.4%
				Project manager has 3-5 years experience managing similar projects.	0.7%
				Project manager has less than 3 years experience in managing similar projects.	0.0%
PM3	Eskom prefers the appointed project manager to be based in South Africa for the duration of the contract period to allow for training and skill transfer	In your technical response indicate the city and country where the appointed project manager will be located.	0.6%	Project manager is based in South Africa.	0.6%
				Project manager is not based in South Africa.	0.0%
PM4	Eskom requires the vendor to have a detailed resource plan to execute the upgrade.	In your technical response provide a detailed resource plan indicating the utilization of each resource.	1.4%	**For each statement below that is true award the corresponding score cumulatively.**	
				The plan shows the type and number of resources that will be allocated to each project stage.	0.7%
				The plan shows the utilization of each resource i.e. percentage of time each resource will spend on the Eskom project.	0.7%

Functional - VW

Item #	Technical Requirements			Evaluator Scores		
	Business requirement group	Business requirements	Mandatory Returnables - Evidence below to be provided in the technical file and numbered to align with each criteria question.	Weight / Max score	Scoring guideline	Selection Options
F_VW1	Consolidated wheeling data environment	Eskom requires a **"consolidated wheeling data environment"** to be able to **store <u>all of the following</u> data for energy wheeling calculations / reporting:** **1. Interval meter read data** (Generators, Eskom customers and customer behind municipal boundaries) **2a. Basic customer information from the billing system** (Persons, Accounts, Service agreements and Premises, Detailed bill line items, Business areas (Clusters, Operating Units etc. for both retail and wires perspectives). **2b. Basic customer information for customers beyond municipal boundaries** (Persons (customers), meters, premise address) **3. Energy wheeling configuration** (Contracted energy wheeling configuration and history) **4. Wheeled energy refunds / credits**	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.3%	1. Standard functionality **or** can be delivered by configuration.	1.3%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.6%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW2	Consolidated wheeling data environment	Eskom requires the **"consolidated wheeling data environment"** to be able to **calculate wheeled energy allocations and refunds / credits** for configured qualifying customer premises (or municipal customers) using available interval meter read data.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.3%	1. Standard functionality **or** can be delivered by configuration.	1.3%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.6%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW3	Consolidated wheeling data environment	Eskom requires the **"consolidated wheeling data environment"** to be able to **calculate consolidated wheeled energy allocations and refunds / credits for a large customer with many customer premises** i.e., single refund / credit for all customer premises.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.3%	1. Standard functionality **or** can be delivered by configuration.	1.3%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.6%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW4	Consolidated wheeling data environment	Eskom requires the **"consolidated wheeling data environment"** to be able to **receive and process information from other data aggregators / platforms:** - Ability to received and process information from other data aggregators e.g., large customers or market traders.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	0.5%	1. Standard functionality **or** can be delivered by configuration.	0.5%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.3%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW5	Buyer / business portal	Eskom requires a **"buyer / business portal"** for all wheeling related activities e.g., registration of users and associated meters, energy wheeling configuration, uploading of meter read data (where applicable), viewing of dashboards and reports etc. - Buyer / business wheeling portal to use data from the "consolidated wheeling data environment".	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.0%	1. Standard functionality **or** can be delivered by configuration.	1.0%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.5%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
		Eskom requires the ability for users (or Eskom application support) to **configure / customize the "buyer / business portal" landing page for the applicable types of users** e.g., Eskom management, Eskom	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via	1.0%	1. Standard functionality **or** can be delivered by configuration.	1.0%

F_VW6	**Buyer / business portal**	user and buyers.	screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**		2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.5%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW7	**Buyer / business portal**	Eskom requires the **"buyer / business portal"** to **create users and profiles for buyers and Eskom users, as per below:** - Ability to create users for buyers and Eskom users. - Ability to create user profiles e.g., o View relevant allocated buyer and energy information. o Edit relevant energy wheeling configuration parameters. o Upload relevant buyer interval meter read data. o Create / apply energy wheeling configurations. o View relevant dashboards, views or reports. o Etc. - Ability to apply user profiles to users.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	0.5%	1. Standard functionality **or** can be delivered by configuration.	0.5%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.3%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW8	**Buyer / business portal**	Eskom requires the **"buyer / business portal"** to be able to **limit user access** in the following ways: - Ability to grant a buyer access to only buyer's own data and energy wheeling configuration. - Ability to grant Eskom users access to a selection of customer accounts by ring-fencing individual based on: o A selection of accounts e.g., for a customer executive o Accounts in a certain business area e.g., per OU o Etc.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	0.5%	1. Standard functionality **or** can be delivered by configuration.	0.5%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.3%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW9	**Buyer / business portal**	Eskom requires the **"buyer / business portal"** to be able to register data associated with buyers e.g., accounts, premises and meters: - Formally register (make available) new data in the "consolidated wheeling data environment".	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.0%	1. Standard functionality **or** can be delivered by configuration.	1.0%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.5%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW10	**Buyer / business portal**	Eskom requires the **"buyer / business portal"** to be able to register more than one user per buyer. - Eskom to provide maximum registered users per buyer.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	0.5%	1. Standard functionality **or** can be delivered by configuration.	0.5%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.3%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW11	**Buyer / business portal**	Eskom requires the **"buyer / business portal"** to be able to **create / apply energy wheeling configurations:** o Ability to create / apply energy wheeling configurations. o Provide a simple association / link between generators and off takers e.g., via accounts, service agreements, premises or meters. o An energy wheeling configuration should minimally have: - *Association / link between generators and off takers* e.g., via accounts, service agreements, premises or meters - *Association / link between consolidated accounts for buyers (corporate entities or traders) and their load accounts* - *Wheeling allocation option* - percentage / amount of wheeled energy allocation per generator / off taker - *Financial refund / credit option*	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.0%	1. Standard functionality **or** can be delivered by configuration.	1.0%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.5%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW12	**Buyer / business**	Eskom requires the **"buyer / business portal"** to be able to **create / apply energy wheeling configuration – in bulk / batches:** - Ability to create / apply energy wheeling configurations in bulk. Note: - Possibly use a bulk configuration file that can be imported into the buyer / business portal.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools**	1.0%	1. Standard functionality **or** can be delivered by configuration.	1.0%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.5%

	portal		or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**		3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW13	**Buyer / business portal**	Eskom requires the **"buyer / business portal"** to be able to **retain energy wheeling configuration history:** - Ability to maintain a history of energy wheeling configuration changes e.g., changes to off takers per generator or percentage allocation per off taker . - Data retention for Eskom audit perspective - minimum 5 years	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.0%	1. Standard functionality **or** can be delivered by configuration.	1.0%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.5%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW14	**Buyer / business portal**	Eskom requires the **"buyer / business wheeling portal"** to **allow buyer submission of interval meter read data**: (For wheeling directly to customers behind municipal boundaries) - Ability to accept and process buyer submission of interval meter read data for customers behind municipal boundaries. - Ability to upload interval meter read data in bulk for multiple buyers.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	0.8%	1. Standard functionality **or** can be delivered by configuration.	0.8%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.4%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW15	**Buyer / business portal**	Eskom requires the **"buyer / business wheeling portal"** to **allow buyer submission of energy wheeling allocation parameters:** - Ability for buyers to configure the percentage / amount of wheeled energy allocation per generator and customer premises.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.0%	1. Standard functionality **or** can be delivered by configuration.	1.0%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.5%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW16	**Buyer / business portal**	Eskom requires the **"buyer / business portal"** to **enforce buyer information submission "hard cut-off dates":** - Ability to enforce hard cut-off dates by which: o Buyers are expected to change energy wheeling allocation parameters. o Customers behind municipal boundaries are expected to upload relevant interval meter read data. Note: - Hard cut-off date → date when reconciliation of accounts will be started.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.0%	1. Standard functionality **or** can be delivered by configuration.	1.0%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.5%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW17	**Buyer / business portal**	Eskom requires the **"buyer / business portal"** to be able to configure business rules to identify accounts that qualify for wheeling: - Allow Eskom application support to configure business rules to identify accounts that qualify for wheeling e.g., a certain amount of debt or timing of wheeling refund / credit claim.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.0%	1. Standard functionality **or** can be delivered by configuration.	1.0%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.5%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW18	**Buyer / business portal**	Eskom requires the **"buyer / business portal"** to be able to **provide buyer / business user alerts** e.g. user alerts re timing of customer data or configuration submissions.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	0.8%	1. Standard functionality **or** can be delivered by configuration.	0.8%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.4%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW19	**Buyer / business**	Eskom requires the **"buyer / business portal"** to be able to **export data**: - Ability for buyers to do a limited export of data e.g., interval meter reads, basic customer information and energy wheeling configuration. - Ability to export data for multiple accounts or groups of accounts. Note: - Buyers should only have access to their own data.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools**	0.5%	1. Standard functionality **or** can be delivered by configuration.	0.5%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.3%

	portal	- Eskom to advise re workable data export limits.	or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**		3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW20	**Buyer / business portal**	Eskom requires the **"buyer / business portal"** to allow **Eskom users to validate and approve energy wheeling refund / credit:** - Relevant Eskom user to validate and approve energy wheeling refund / credit before financial processing. - Validations of energy wheeling refund / credit: o Some validations may be automated. - Approvals of energy wheeling refund / credit: o Approvals to be manually done by Eskom staff. o Scenarios for automation of approvals to be considered later. Note: - Eskom to confirm appropriate validations.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	1.3%	1. Standard functionality **or** can be delivered by configuration.	1.3%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.6%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW21	**Reporting / Analytics**	Eskom requires an **analytics / reporting capability i.e., dashboards, reports or views** in the **"buyer / business portal"**	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	0.8%	1. Standard functionality **or** can be delivered by configuration.	0.8%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.4%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%
F_VW22	**Reporting / Analytics**	Eskom requires **"near" real-time analytics / reports** in the **"buyer / business portal"** - Access to fresh data and fast queries for faster decision-making, automated intelligence and time-sensitive interventions. - Minimum 24 hrs.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: **1. Standard functionality** or **deliver by configuration** **2.** Deliver by **built in customization tools** or deliver by **development (changes are preserved in future upgrades)** **3.** Deliver by **development (BUT changes NOT preserved in future upgrades)** or **not possible**	0.8%	1. Standard functionality **or** can be delivered by configuration.	0.8%
					2. Functionality can be delivered by built in customization tools **or** by development (changes are preserved in future upgrades)	0.4%
					3. Functionality can be delivered by development (BUT changes NOT preserved in future upgrades) **or** it is not possible to provide this functionality.	0.0%

Functional - CET

Item #	Technical Requirements			Evaluator Scores				
	Business requirement group	Business requirements	Mandatory Returnables - Evidence below to be provided in the technical file and numbered to align with each criteria question.	Weight / Max score	Scoring guideline (requ #)	Selection Options 1. Std / config 2. Cust / dev1 3. Dev2 / No		Evaluators Response
F_CET1	User Access Management	Eskom requires an Energy Trading solution that is able to: Manage user access considering both Eskom internal users and external market participant users. **BF1:** Eskom user apply on e-forms to gain access on Dx CET system and after approval the system administrator will receive the approved request via e-forms workflow. System response: Administrator receive approved e-form request. **BF2:** System administrator will create user access System response: Notify affected user. **BF3:** Market participant register in Dx CET Web portal to gain access as a service/ product provider. System response: Notify market participant about successful registration confirming username and password. **BF4:** System administrator will manage the user access according to contractual durations and level of access profiles System response: When user profile/ status change or when market participant contract expires revoke user access (RR1.1) **RR1.1: (BF4)** Whenever a user business profile of employment status change or market participant contract expire revoke system access or notify administrator to revoke/ reinstate access?	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: 1. Standard functionality or deliver by configuration **[Std / config]** 2. Deliver by built in customization tools or deliver by development (changes are preserved in future upgrades **[Cust / dev1]** 3. Deliver by development (BUT changes NOT preserved in future upgrades) or not possible **[Dev2 / No]** **Note: Select an option and provide evidence for each item from BF1 to BF5.**	2.2%	BF1	3. Dev2 / No	0.0%	0.0%
					BF2	3. Dev2 / No	0.0%	
					BF3	3. Dev2 / No	0.0%	
					BF4	3. Dev2 / No	0.0%	
F_CET2	Manage market participant applications	Eskom requires an Energy Trading solution that is able to: Manage the market participant service / product offering applications per category by assessing and approving / rejecting the application. **BF1:** Updating schedule for various approved products and services System response: Save updated schedule for products and services **BF2:** Market participant submit application to provide products or services (Selection and price offered – intelligent product service selection) System response: Save application with unique ID number. (Version controlled) **BF3:** Evaluate application and save approval/ rejection with reasons of rejection. (EF1) System response: Save approval/ rejection and notify market participant. (AF2) Eskom requires: **BF4:** Updated commission and testing status for applied product and services. System response: Save status and send for sign off (AF1) **BF5:** Sign of contractual agreement electronically and keep records on CET system (audit trail-workflow) (AF1) System response: Save, send, and keep workflow audit trail for record purposes. (Minimum five-year data storage with twelve-month archive options). **BF6:** Review contractual agreements (Compliance based/ Repetitive breaching of contract agreement) System response: Notify relevant stakeholders when compliance breached (set margins) **BF7:** Update access profiles to enable market participants to access bidding functions. System response: Notify affected users about profile updates **AF1**: (BF5) When sign off is not achieved within five workdays due to a dispute escalate one level up notifying relevant manager. **AF2:** (BF3) After approval of request kick of formal vendor application through commercial process as well. Register service/ product provider on Central Service provider data base for VAT purposes. Determine vendor classification type for flexible services provision. **EF1:** (BF3) When application is rejected notify market participant about rejection and reasons and allow opportunity to edit application and resubmit. (BF2) (RR2.1) **RR2.1: (EF1)** Allow market participant to edit application within twenty workdays before automatic system cancellation of the original application. Notify Market participant and Grid access management when application is cancelled.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: 1. Standard functionality or deliver by configuration **[Std / config]** 2. Deliver by built in customization tools or deliver by development (changes are preserved in future upgrades **[Cust / dev1]** 3. Deliver by development (BUT changes NOT preserved in future upgrades) or not possible **[Dev2 / No]** **Note: Select an option and provide evidence for each item from BF1 to EF1.**	2.2%	BF1	3. Dev2 / No	0.0%	0.0%
					BF2	3. Dev2 / No	0.0%	
					BF3	3. Dev2 / No	0.0%	
					BF4	3. Dev2 / No	0.0%	
					BF5	3. Dev2 / No	0.0%	
					BF6	3. Dev2 / No	0.0%	
					BF7	3. Dev2 / No	0.0%	
					AF1	3. Dev2 / No	0.0%	
					AF2	3. Dev2 / No	0.0%	
					EF1	3. Dev2 / No	0.0%	
F_CET3	Demand Forecasting and Planning	Eskom requires an Energy Trading solution that is able to: Perform energy forecasting and demand planning for Dx CET. Considering various variables: e.g. national, regional and local needs, planned / unplanned maintenance/ outages, network constraints and weather patterns. BF1: Establish the energy needs (Product and Price) (National, Regional and Local) by analysing data from various systems e.g. comparing information from various systems e.g. DSO, Transmission System Operator (TSO), Meter Data Management System (MDMS), MV90, Historian, Outage Management System (OMS), Customer Care and Billing system (CC&B). Also include frequencies of planning windows. BF2: Consolidate and Prioritize needs according to National, Regional, Local and Emergencies BF3: Planning to resolve needs (Types of inputs – Demand response/ Ancillary services/ Distributed Flexible services) BF4: Match and optimize the needs (Technical requirement/ Budget needs viability). System Response: Display hierarchical list of planned forecasting needs (Geographical/ Hosting capacity). Categorized in Emergencies/ National/ Regional/ Local (Flexibility for manual override) BF5: Publish the forecasting planned to system to enable market participants to bid against forecasting planned with bid closure gates. (RR3.1) System response: Published planned forecasting with bid closure gates schedule. RR3.1. (BF5) Published Forecasting durations: Short term = Day ahead Medium term = Week ahead Long term = Month ahead up to a year ahead.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: 1. Standard functionality or deliver by configuration **[Std / config]** 2. Deliver by built in customization tools or deliver by development (changes are preserved in future upgrades **[Cust / dev1]** 3. Deliver by development (BUT changes NOT preserved in future upgrades) or not possible **[Dev2 / No]** **Note: Select an option and provide evidence for each item from BF1 to BF5.**	2.2%	BF1	3. Dev2 / No	0.0%	0.0%
					BF2	3. Dev2 / No	0.0%	
					BF3	3. Dev2 / No	0.0%	
					BF4	3. Dev2 / No	0.0%	
					BF5	3. Dev2 / No	0.0%	
F_CET4	Energy Procurement (Bidding/ Transfer pricing)	Eskom requires an Energy Trading solution that is able to: Allow market participants access to the Dx CET system and submit bids for approved products and services according to published forecasted planning. **BF1:** Receive bids submitted by market participants **BF2:** System response: Evaluate and Rank bids received against products and services (BR4.1) **BF3:** System response: Consolidate and Aggregate bids received (BR4.2) **BF4:** Provide consolidated update to DSO upon bid gate closure System Response: Save updated bidding register for DSO to action **BF5:** Confirm Technical Clearance System response: Save technical clearance confirmation **BF6:** Notify successful bids market participants	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: 1. Standard functionality or deliver by configuration **[Std / config]** 2. Deliver by built in customization tools or deliver by development (changes are preserved in future upgrades **[Cust / dev1]** 3. Deliver by development (BUT changes NOT preserved in future upgrades) or not possible **[Dev2 / No]** **Note: Select an option and provide evidence for each item from BF1 to BF6.**	2.8%	BF1	3. Dev2 / No	0.0%	0.0%
					BF2	3. Dev2 / No	0.0%	
					BF3	3. Dev2 / No	0.0%	
					BF4	3. Dev2 / No	0.0%	
					BF5	3. Dev2 / No	0.0%	
					BF6	3. Dev2 / No	0.0%	

F_CET5	**Commercial clearance of Bids**	Eskom requires an Energy Trading solution that is able to: Analyse and clear bids received in the energy trading landscape determining the following: a. Impact of bids received against planned budgets, b. The products and services on offer and expenditure against them, improvement opportunities, pre-qualification requirements and interfacing, existing needs considering pricing/ markets and flexible services, settlements and defaulting reasons. **BF1:** Analyse available bid forecasting impact on bottom line. (Compare actual versus budget) System response: Display, save, print, and export various reports in different formats **BF2:** Reviewing portfolio of products and services issued against objectives and budgets set System response: Display, save, print, and export various reports in different formats **BF3:** Continuous improvement analysis/ review- Analyse prequalification requirements and interfacing System Response: Display, save, print, and export various reports in different formats **BF4:** Analysis of existing needs (pricing/ market/ flexible services) System response: Display, save, print, and export various reports in different formats **BF5:** Compare settlements against the current contract agreement System response: Display, save, print, and export various reports in different formats **BF6:** Update commercially accepted bids register System response: Save updated bids register	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: 1. Standard functionality or deliver by configuration **[Std / config]** 2. Deliver by built in customization tools or deliver by development (changes are preserved in future upgrades **[Cust / dev1]** 3. Deliver by development (BUT changes NOT preserved in future upgrades) or not possible **[Dev2 / No]** **Note: Select an option and provide evidence for each item from BF1 to BF6.**	2.8%	BF1 BF2 BF3 BF4 BF5 BF6	3. Dev2 / No 3. Dev2 / No 3. Dev2 / No 3. Dev2 / No 3. Dev2 / No 3. Dev2 / No	0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0.0%
F_CET6	**Perform metering and validation**	Eskom requires an Energy Trading solution that is able to: Consolidate and validate metering for all market participants according their respective contractual agreements in preparation to settle account agreements. **BF1.** Receive contracted metering data System response: Display data **BF2.** Validate actual versus contracted energy System response: Display actual versus contracted and differences **BF3.** Manage exceptions (AF1) System response: Save updated corrections **BF4.** Validation approval System response: Save approved validations	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: 1. Standard functionality or deliver by configuration **[Std / config]** 2. Deliver by built in customization tools or deliver by development (changes are preserved in future upgrades **[Cust / dev1]** 3. Deliver by development (BUT changes NOT preserved in future upgrades) or not possible **[Dev2 / No]** **Note: Select an option and provide evidence for each item from BF1 to BF4.**	2.8%	BF1 BF2 BF3 BF4	3. Dev2 / No 3. Dev2 / No 3. Dev2 / No 3. Dev2 / No	0.0% 0.0% 0.0% 0.0%	0.0%
F_CET7	**Manage energy settlements and reporting**	Eskom requires an Energy Trading solution that is able to: Compute financial energy settlements. Validate and manage trade reports, adjustments, exceptions and notifications to market participants to provide accurate invoicing. **BF1.** Compute financial settlements based on approved data System response: Save updated settlements data **BF2.** Receive trade reports System response: Save trade reports **BF3.** Validate trade reports **BF4.** Manage adjustments/ exceptions System response: Update and save adjustments/ exceptions as a settlement statement. **BF5.** Notify market participants to provide invoices System response: Email/ Cell messages to market participant to provide invoices	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: 1. Standard functionality or deliver by configuration **[Std / config]** 2. Deliver by built in customization tools or deliver by development (changes are preserved in future upgrades **[Cust / dev1]** 3. Deliver by development (BUT changes NOT preserved in future upgrades) or not possible **[Dev2 / No]** **Note: Select an option and provide evidence for each item from BF1 to BF5.**	2.8%	BF1 BF2 BF3 BF4 BF5	3. Dev2 / No 3. Dev2 / No 3. Dev2 / No 3. Dev2 / No 3. Dev2 / No	0.0% 0.0% 0.0% 0.0% 0.0%	0.0%
F_CET8	**Manage Settlement Payments**	Eskom requires an Energy Trading solution that is able to: Manage the consolidated settlement payments process until proof of payment (remittance) received by market participants. Updated data will be required for future budgeting and improvement of the processes. **BF1:** Supplier/Eskom user emails a valid Tax invoice to Accounts Payable (AP). **BF2:** AP receives and checks the invoice for Tax validity and Purchase Order (PO) validity. System response: Save invoice as attachment to the relevant system transaction **BF3:** AP then processes the invoice if Service entry/ Goods Receipt (GR) is done or parks the invoice if GR is not done (AF1) System Response: Validate and save invoice as attachment to the service entry. Link to GR. **BF4:** Reconcile account holder account with invoice and determine balance for settlement (credit/ debt management)? System Response: Update and save settlement statement **BF5:** Invoice is paid as per the payment terms on the PO counted from the date of submission of the invoice. System Response: Post settlement accounts for approval and next payment run. Send remittance notification to market participants. **AF1:** (BF3) When Good/ Service receipt is not done park invoice until GR is done then return to BF3.	In your technical response select one of the options below to describe how the required functionality could be delivered, and indicate via screenshots and / or indicate the relevant modules required to provide the functionality: 1. Standard functionality or deliver by configuration **[Std / config]** 2. Deliver by built in customization tools or deliver by development (changes are preserved in future upgrades **[Cust / dev1]** 3. Deliver by development (BUT changes NOT preserved in future upgrades) or not possible **[Dev2 / No]** **Note: Select an option and provide evidence for each item from BF1 to AF1**	2.2%	BF1 BF2 BF3 BF4 BF5 AF1	3. Dev2 / No 3. Dev2 / No 3. Dev2 / No 3. Dev2 / No 3. Dev2 / No 3. Dev2 / No	0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0.0%

Non-Functional

Item #	Technical Requirements			Evaluator Scores			
	Business requirement group	**Business requirements**	**Mandatory Returnables -** Evidence below to be provided in the technical file and numbered to align with each criteria question.	**Weight / Max score**	**Scoring guideline**	**Selection Options**	**Evaluators Response**
NF1	**Support**	Eskom requires the solution to allow a system specialist to configure integrations to other Eskom applications i.e. expose information from other applications using the methods below: - Webservices - XML - Microservices/Serverless - MSMQ (Microsoft message queuing) - SOAP	In your technical response, indicate whether your solution provides customizable fields to allow a system specialist to configure integrations to other Eskom applications and list the configurations available. Provide relevant evidence re modules, screenshots, manuals etc…	0.68%	**For each statement below that is true award the corresponding score cumulatively.**		0.00%
					Solution provides customizable fields to allow configuration of integrations using **webservices**	0.14%	
					Solution provides customizable fields to allow configuration of integrations using **XML**	0.14%	
					Solution provides customizable fields to allow configuration of integrations using **Microservices/Serverless**	0.14%	
					Solution provides customizable fields to allow configuration of integrations using **MSMQ**	0.14%	
					Solution provides customizable fields to allow configuration of integrations using **SOAP**	0.14%	
NF2	**Support**	Eskom requires the solution to allow a system administrator to be able to perform the following: 1. Install system software updates, changes and patches 2. Manage database modifications 3. Manage licences	In your technical response, indicate whether your solution allows a system administrator to: 1. Install system software updates, changes and patches 2. Manage database modifications 3. Manage licences Provide relevant evidence re modules, screenshots, manuals etc…	0.68%	**For each statement below that is true award the corresponding score cumulatively.**		0.00%
					Solution allows a system administrator to install system software updates, changes and patches.	0.23%	
					Solution allows a system administrator to manage database modifications.	0.23%	
					Solution allows a system administrator to manage licences.	0.23%	
NF3	**Support**	Eskom requires that the solution does not require antivirus software to be disabled. Leading anti-virus software: 1. McAfee 2. Avast 3. Norton	In your technical response, send a listing of antivirus software that your solution is compatible with. OR Not compatible with. Provide relevant evidence re modules, screenshots, manuals etc.	0.51%	**For each statement below that is true award the corresponding score cumulatively.**		0.00%
					Solution is compatible with McAfee antivirus software.	0.10%	
					Solution is compatible with Avast antivirus software.	0.10%	
					Solution is compatible with Norton antivirus software.	0.10%	
NF4	**Support**	Eskom requires the solution to allow the following synchronisation methods between database instances: 1. Golden gate (DB2 and Oracle databases) 2. SQL server replications	In your technical response, indicate whether your solution allows the following database synchronisation methods viz. - Sync method A - Sync method B Provide relevant evidence re modules, screenshots, manuals etc…	0.68%	**For each statement below that is true award the corresponding score cumulatively.**		0.00%
					Solution allows synchronisation using Golden gate (DB2 and Oracle databases).	0.34%	
					Solution allows synchronisation using SQL server replications.	0.34%	
NF5	**Support**	Eskom needs to be aware of any supporting software licenses that are required for solution deployment.	In your technical response, indicate what supporting software licences are requirement for solution deployment. Provide listing of supporting licences.	0.51%	Listing of supporting software licences provided OR no supporting software licences required.	0.51%	0.00%
					Listing of supporting software licences **NOT** provided.	0.00%	
NF6	**Support**	Eskom requires access to a maintained database / listing of known issues of the system.	In your technical response, indicate if a maintained database / listing of known system issues would be accessible to Eskom system support. Provide location of maintained known issues database / listing OR provide known issues	0.51%	Location of maintained known issues maintained database / listing OR known issues listing provided.	0.51%	0.00%
					Location of maintained known issues database / listing OR known issues listing **NOT** provided.	0.00%	
NF7	**Support**	Eskom needs to able to effectively manage system licenses. License limitations e.g. number of concurrent / registered users.	In your technical response indicate your licensing limitations. Provide your licencing model.	0.51%	Provided licensing model - no limitations	0.51%	0.00%
					Provided licensing model - with limitations	0.25%	
					Licensing model not provided	0.00%	
NF8	**Support**	Eskom needs to able to effectively manage system licenses and as such requires a mechanism to increase / decrease our system licencing as required. True-Up licenses: - The yearly evaluation of qualified licenses deployed in an Enterprise Agreement (EA)	In your technical response indicate whether your licence model is flexible e.g. a true-up mechanism exists. Provide your licencing model.	0.51%	Flexible licencing model in place	0.51%	0.00%
					Inflexible licencing model in place	0.00%	
NF9	**Support**	Eskom requires the solution to provide mechanisms / plugins to investigate system performance issues. 1. **Logging and monitoring tools** (e.g., Splunk, Prometheus) to collect and analyse system data. 2. **Debugging techniques** (e.g., print statements, debuggers) to identify code-level issues	In your technical response provide a listing of the mechanisms used to investigate performance issues. - Provide performance mechanism / plugin names and types of performance issue it addresses	0.51%	**For each mechanism / plugin that is available below award the corresponding score cumulatively.**		0.00%
					1. Logging and monitoring tools	0.06%	

		debuggers) to identify code-level issues. 3. **Performance profiling tools** (e.g., New Relic, AppDynamics) to analyse system resources and bottlenecks. 4. **Tracing and instrumentation tools** (e.g., Jaeger, Open Telemetry) to track system requests and transactions. 5. **System metrics and KPIs** (e.g., response time, throughput) to measure performance. 6. **User feedback and reporting tools** (e.g., error reporting, user surveys) to identify issues from user perspectives. 7. **Synthetic monitoring tools** (e.g., Selenium, Gatling) to simulate user interactions and test system performance. 8. **Root cause analysis** (RCA) methodologies (e.g., Five Whys, Fishbone diagrams) to systematically identify underlying causes of performance issues.	addresses. - Provide relevant evidence re modules, screenshots, manuals etc…		2. Debugging techniques	0.06%	
					3. Performance profiling tools	0.06%	
					4. Tracing and instrumentation tools	0.06%	
					5. System metrics and KPIs	0.06%	
					6. User feedback and reporting tools	0.06%	
					7. Synthetic monitoring tools	0.06%	
					8. Root cause analysis	0.06%	
NF10	**Support**	Eskom requires the solution to provide tools / scripts / reports to investigate / debug system data issues.	In your technical response provide a listing of the tool / script / report names used to investigate / debug system data issues. - Provide relevant evidence re modules, screenshots, manuals, reports, scripts or tools etc…	0.51%	Data issue tool / script / report names provided	0.51%	0.00%
					Data issue tool / script / report names **NOT** provided	0.00%	
NF11	**Support**	Eskom requires the solution to handle resource-intensive / time-consuming tasks using multi-threading capabilities. Note: Multi-threading capabilities refer to the ability of a program or system to execute multiple threads or flows of execution concurrently, improving responsiveness, throughput, and system utilization. Key aspects of multi-threading capabilities include: 1. **Thread creation**: Spawning new threads to perform tasks concurrently. 2. **Thread synchronization**: Coordinating thread execution to avoid conflicts and ensure data integrity. 3. **Thread communicatio**n: Exchanging data and signals between threads. 4. **Thread scheduling**: Managing thread execution order and priority. 5. **Concurrency contro**l: Handling simultaneous access to shared resources. 6. **Deadlock handling**: Preventing or resolving deadlocks between threads. 7. **Thread pooling**: Reusing threads to reduce creation overhead. 8. **Asynchronous programming**: Writing code that executes asynchronously, improving responsiveness. 9. **Parallel processing**: Dividing tasks into smaller units for concurrent execution. 10. **Load balancing**: Distributing workload across threads for optimal utilization.	In your technical response indicate the multi-threading capabilities the system caters for / can perform. - Provide relevant evidence re modules, screenshots, manuals etc…	0.51%	**For each multi-threading capability that is available below award the corresponding score cumulatively.**		0.00%
					1. Thread creation	0.05%	
					2. Thread synchronization	0.05%	
					3. Thread communication	0.05%	
					4. Thread scheduling	0.05%	
					5. Concurrency control	0.05%	
					6. Deadlock handling	0.05%	
					7. Thread pooling	0.05%	
					8. Asynchronous programming	0.05%	
					9. Parallel processing	0.05%	
					10. Load balancing	0.05%	
NF12	**Support**	Eskom requires the vendor to respond to various solution defect calls in a timely manner. <u>Severity classifications for software product defect calls:</u> 1. **Severity 1**: Eskom is unable to use the product, which has a critical impact on operations and is willing to provide a 24-hour contact and phone number to assist in the resolution → **2hrs** 2. **Severity 2**: Eskom is able to use the product, but operations are severely restricted due to the problem → **4hrs** 3. **Severity 3**: Eskom is able to use the product with some restrictions on the functions that are available. These restrictions do have an impact on Eskom's overall operation → **6hrs**	In your technical response, please provide defect resolution performance reporting from other implementations. - Provide screenshots of relevant incident management systems (or emails), showing incident type (severity) and average time to resolve.	0.85%	**For each statement below that is true award the corresponding score cumulatively.**		0.00%
					1 or more implementations that met severity level 1 SLA (average defect resolution within 2hrs)	0.21%	
					1 or more implementations that met severity level 2 SLA (average defect resolution within 4hrs)	0.21%	
					1 or more implementations that met severity level 3 SLA (average defect resolution within 6hrs)	0.21%	
					1 or more implementations that met severity level 4 SLA (average defect resolution within 8hrs)	0.21%	
NF13	**Support**	Eskom requires the solution to allow the defining of user roles or profiles to allow for segregation of duties.	In your technical response provide a listing of the roles and profile types used to allow for segregation of duties and indicate whether custom roles / profiles can be created. - Provide roles and relevant system access. - Provide relevant evidence re modules	0.51%	Solution can create custom roles / profiles OR Solution has std / existing system roles or profiles that	0.51%	0.00%
					Solution cannot create custom roles / profiles OR Solution has std / existing system roles or profiles that	0.00%	
NF14	**Archiving**	Eskom requires the solution to provide mechanisms / plugins to integrate to an archiving solution i.e. solution should support data management and protection mecahnisms as well as backup mechanisms.	In your technical response provide a listing of the mechanisms/plug-ins used to allow for integration to archiving tools. - Provide relevant evidence re modules, screenshots, manuals etc…	0.34%	**For each statement below that is true award the corresponding score cumulatively.**		0.00%
					Solution supports use of data management and protection mechanisms e.g. Veritas.	0.11%	
					Solution supports use of backup mechanisms e.g. Commvault.	0.11%	
					Solution supports use of other archiving mechanisms.	0.11%	

NF15	**Disaster Recovery**	Eskom requires the solution to cater for hot, warm or cold standby modes for disaster recovery. 1. **Hot Standby**: A duplicate system is always running and ready to take over immediately. 2. **Warm Standby**: A backup system is partially configured and can be quickly activated. 3. **Cold Standby**: A basic system is in place, but requires configuration and data restoration.	In your technical response indicate which standby mode your technology supports viz. hot, warm or cold standby. - Provide relevant evidence re white papers / manuals on solution catering for the modes mentioned, screenshots of where it was implemented, manuals etc…	0.85%	Hot, warm and cold standby available	0.85%	0.00%
					Warm and cold standby available	0.64%	
					Only cold standby available	0.42%	
					No standby available	0.00%	
NF16	**Performance Testing**	Eskom requires the solution to have the 90th percentile tranasaction response time for 500 concurrent users to be less or equal to 3 seconds..	In your technical response, please provide performance testing results for 90th percentile transaction response time for 500 concurrent users.	0.68%	90th percentile tranasaction response time for 500 concurrent users <= 3 seconds.	0.68%	0.00%
					90th percentile tranasaction response time for 500 concurrent users >= 4 seconds.	0.34%	
					No performance testing results received.	0.00%	
NF17	**Performance Testing**	Eskom requires the solution to support average throughput for 500 concurrent users to be 142000 bytes / sec or more.	In your technical response, please provide performance testing results average throughput bytes / sec for 500 concurrent users.	0.68%	Average throughput for 500 concurrent users >= 142000 bytes / sec.	0.68%	0.00%
					Average throughput for 500 concurrent users >= 71000 and < 142000 bytes / sec.	0.34%	
					Average throughput for 500 concurrent users < 71000 bytes / sec.	0.00%	

Security

Item #	Technical Requirements		Evaluator Scores			
	Business requirements	**Mandatory Returnables -** Evidence below to be provided in the technical file and numbered to align with each criteria question.	**Weight / Max score**	**Scoring guideline**	**Selection Options**	**Evaluators Response**
S1	The tenderer must be able to provide the complete scope of work.	The tenderer must provide a signed letter that confirms that the tenderer will provide Eskom with the full scope of work.	0.8%	Provide full scope	0.8%	0.0%
				Less than full scope	0.0%	
S2	Eskom requires Supplier have a confidentiality policy with regards to its employees, partners and subcontractors.	The tender must provide their privacy policy	0.8%	Fully Compliant - respondent has a policy covering Eskom POPIA legal requirements	0.8%	0.0%
				Totally deficient or Non-responsive - Respondent does not have policy	0.0%	
S3	Eskom requires the vendor to have valid ISO27001 Certifications	In your technical response provide a copy of your valid ISO27001 certificate	0.8%	Vendor has provided a valid ISO27001 certificate.	0.8%	0.0%
				Vendor has **not** provided a valid ISO27001 certificate.	0.0%	
S4	Eskom requires the system to Integrate to Eskom existing identity providers (IdP's) 1- Microsoft (MS) on-prem active directory (AD) 2- MS Entra Identity (ID).	In your technical response please indicate if the system will still integrate with Eskom's existing identity IdP's below: 1- Microsoft (MS) on-prem active directory (AD) 2- MS Entra Identity (ID).	0.8%	The system will integrate with both identity providers (IdP's)	0.8%	0.0%
				The system does not integrate with both identity providers (IdP's)	0.0%	
S5	Eskom requires the system to support either of the following federated IdP's: 1- SAML2 2- OAuth2 3- OpenID 2	In your technical response indicate which of the three required federated IdP's the system can support.	0.8%	The system will support SAML2.0, OAuth 2.0 and OpenID	0.8%	0.0%
				The system support less than 3 IdP's: SAML, OAuth and OpenID.	0.0%	
S6	Eskom requires the system to support and employ a Role Based Access Control (RBAC) Mechanism.	In your technical response indicate if the system will still support and employ RBAC.	0.8%	The system support RBAC.	0.8%	0.0%
				The system does not support RBAC.	0.0%	
S7	Eskom requires that data at rest and in transit (in motion) be encrypted as follows: 1. Data at rest must be encrypted using at minimum AES-256. 2. Data in transit (or in motion) must be encrypted using at minimum TLS 1.2 or later version.	In your technical response indicate if data at rest and in transit is encrypted. 1. Is data at rest encrypted using at minimum AES-256? 2. Is data in transit (or in motion) encrypted using at minimum TLS 1.2 or later version?	0.8%	Data at rest and in transit is encrypted at the minimum encryption standard	0.8%	0.0%
				Data at rest and in transit is not encrypted at the minimum encryption standard.	0.0%	
S8	Eskom requires the following logs to be enabled and encrypted at a minimum of AES-256. The Logs must also be securely kept with limited access to administrators. 1-Audit trails 2- user activity logs 3- Admin activity logs	In your technical response indicate if the following logs will be enabled and encrypted at a minimum of AES-256. The Logs must also be securely kept with limited access to administrators. 1-Audit trails 2- user activity logs 3- Admin activity logs	0.8%	Audit trails, user and admin activity logs can be enabled and encrypted with AES-256 at a minimum with limited access to admin.	0.8%	0.0%
				Audit trails, user and admin activity logs cannot be enabled and encrypted with AES-256 at a minimum with limited access to admin.	0.0%	
S9	Eskom requires that sensitive data (PII and Credit Card) is masked in non-production environments.	In your technical response indicate if sensitive data is masked in non-production environments to lessen exposure?	0.8%	Sensitive data is masked in non-production environments.	0.8%	0.0%
				Sensitive data is not masked in non-production environments.	0.0%	
S10	Eskom requires that application security (AppSec) test be conducted prior deploying the system to production environments.	In your technical response indicate if static application security test (SAST), and dynamic application security test (DAST) are conducted prior deploying the system to production environments.	0.7%	SAST, and DAST are conducted.	0.7%	0.0%
				SAST and DAST are not conducted.	0.0%	
S11	Eskom requires that the three listed standard-approved integration platforms are used for security logging and monitoring: 1- Enterprise services bus (ESB) 2- Application programmable interfaces (API's) 3- Integration Platform as a Service (iPaaS)	In your technical response indicate if the system will support prevailing enterprise services bus (ESB), application programmable interfaces (API's) and Integration Platform as a Service (iPaaS) platforms for security, logging and monitoring.	0.8%	All three Standard-approved integration platforms are used.	0.8%	0.0%
				Less than the three Standard-approved integration platforms are used	0.0%	
S12	Eskom requires all critical systems to have a Disaster Recovery Plan (DRP).	In your technical response indicate if the system will have a Disaster Recovery Plan (DRP).	0.8%	DRP is in place.	0.8%	0.0%

				DRP is not in place	0.0%	

Architecture

Item #	Technical Requirements		Evaluator Scores			
	Business requirements	**Mandatory Returnables -** Evidence below to be provided in the technical file and numbered to align with each criteria question.	Weight / Max score	Scoring guideline	Selection Options	Evaluators Response
A1	Modern IT and architectural approaches such as a composable and modular architecture, which in turn uses microservices and containerisation etc must underly the system architecture, to ensure updates and new configurations / services could be deployed independently and with minimal disruption to the whole solution ecosystem.	Provide the design of how the various microservices make up the solution functionality - preferably mapped to a higher level functional decomposition.	1.15%	Microservice Design which **includes** a mapping to higher level functional decomposition provided.	1.15%	0.0%
				Microservice Design which **excludes** a mapping to higher level functional decomposition provided.	0.81%	
				No relevant information provided.	0.00%	
A2	Eskom needs to understand how the solution is provided in terms of the **core and add-on offerings**.	Provide a list of what products, modules, components in your offering, specifically provide or address which capability or solution component. Indicate where each of these are part of the core subscription, or an additional add-on.	0.77%	List of core and add-on offerings which **includes** mapping to capabilities and solution components provided.	0.77%	0.0%
				List of core and add-on offerings which **excludes** mapping to capabilities and solution components provided.	0.38%	
				No relevant information provided.	0.00%	
A3	Eskom requires that the system architecture and implementation should follow **open architecture standards and principles** to ensure greater flexibility, interoperability, and portability.	Provide a list of open architecture standards and principles applied / used in the solution design and implementation methods proposed.	0.58%	List of open architecture standards **and** principles used in the solution design provided.	0.58%	0.0%
				List of **only** open architecture standards used in the solution design provided.	0.29%	
				No relevant information provided.	0.00%	
A4	Eskom requires that the system utilises the principle of **least privilege** by allowing each user the minimum amount of access necessary for their work and role to be performed.	Provide the solution design in terms of minimum system access for each role in the solution and what specific access they are given.	0.58%	Provided design indicates what specific access each minimum profile has.	0.58%	0.0%
				Provided design includes roles that have a minimum access profile.	0.29%	
				No relevant information provided.	0.00%	
A5	Eskom requires that a **secure, end to end encrypted data gateway connection must be deployed between the SaaS offering and Eskom's private network**. The principle of **Zero Trust** must be applied e.g., dedicated, secure landing zones for workloads.	Provide the design of the security arrangement between the SaaS solution and Eskom's network. Specifically indicate where the principle of Zero trust is applied.	1.15%	Provided security design **including** clear indications of where the Zero trust principle has been applied.	1.15%	0.0%
				Provided security design **excluding** clear indications of where the Zero trust principle has been applied.	0.58%	
				No relevant information provided.	0.00%	
A6	Eskom requires that the solution design applies the **fail-safe architecture principle**. The Fail-Safe Architecture principle recognizes the importance of designing resilient architectures that can withstand the failure of individual security controls. By implementing fail-safe measures, the integrity and confidentiality of Eskom's Energy Trading Solution can be maintained. This principle ensures continuous protection and reduces the risk of security breaches or unauthorized access.	Indicate where and how in the solution design fail-safe architecture principles have been applied in the design.	0.77%	Design includes redundancies, points of failure, weak links analyses, load balancing and physical aspects of infrastructure, databases, applications and services. The **design also takes into account** factors that can impact the solution over-time, including but not limited to business growth, changes in business architecture, pending/future legal changes and any other unforeseen events.	0.77%	0.0%
				Design includes redundancies, points of failure, weak links analyses, load balancing and physical aspects of infrastructure, databases, applications and services. However the **design does NOT take into account** factors that can impact the solution over-time, including but not limited to business growth, changes in business architecture, pending/future legal changes and any other unforeseen events.	0.44%	
				No relevant information provided.	0.00%	
A7	Eskom requires that the solution be designed for **portability** as far as possible.	Indicate how portability is achieved in the design (e.g., can be deployed on more than one hyperscale, which services used in the product are vendor agnostic) List all database technologies supported by your solution and explain how you would support Eskom in migrating its data in a useful way for import and use in another solution after the subscription period.	0.77%	Design is suitable to be lifted and shifted to other environments through use of vendor-agnostic components and elements. List of database technologies is provided and details given on how Eskom would be supported in a migration scenario to a new solution/other vendor, including but not necessarily limited to standard services for this purpose, the tools to be utilised, an example of a migration plan and the roles and responsibilities involved.	0.77%	0.0%
				Design is suitable to be lifted and shifted to other environments through use of vendor-agnostic components and elements.	0.38%	
				No relevant information provided.	0.00%	
A8	The **solution design must cater for unforeseen events and maintaining operational resilience** to mitigate the impact of disruptions, minimize downtime, and ensure the ability to transition workloads between environments when required. The solution's connectivity should be optimised with High Availability (e.g., Built-in ability to restore the workloads across other landing zones) and Disaster Recovery capabilities (e.g., to other geo-regions within the SA borders), to address the criticality of the system (Mission Critical to Safety & Revenue Critical), ensuring uninterrupted operations in the case of unforeseen events. Backup to Eskom site (On-prem, Teraco, other Eskom approved hyperscale tenant) using NetBackup - to be independently recoverable	Indicate in the solution design where and how resiliency is being addressed. In particular the core application and network elements must be a focus providing details on the recovery process together with support for independent backups to Eskom sites.	0.96%	Design includes indications of where resiliency has been applied, what mechanisms will be used & what impact they will have especially in terms of availability and recovery capabilities from an operational point of view. Alternative landing zones and disaster recovery options are included for inside and outside of SA borders (where appropriate). **The option of backups to Eskom specific sites is also catered for.**	0.96%	0.0%
				Design includes indications of where resiliency has been applied, what mechanisms will be used & what impact they will have especially in terms of availability and recovery capabilities from an operational point of view. Alternative landing zones and disaster recovery options are included for inside and outside of SA borders (where appropriate). **The option of backups to Eskom specific sites is NOT catered for.**	0.67%	
				No relevant information provided.	0.00%	
A9	Eskom requires that the solution provides a **seamless and user-friendly experience**, enable super users and support staff to accelerate the delivery of configured Energy Trading applications and empower end users with self-service capabilities as far as possible.	Indicate what User Interface (UI) elements support a user-friendly experience & how this is achieved. Also provide information on support for super users and self service capabilities. - Provide relevant evidence re modules, screenshots, manuals etc…	0.58%	Provided screen shots, slides and associated descriptions of user-friendly UI elements, **including** how a super user can use the solution's self-service capabilities.	0.58%	0.0%
				Provided screen shots, slides and associated descriptions of user-friendly UI elements, **excluding** how a super user can use the solution's self-service capabilities.	0.40%	
				No relevant information provided.	0.00%	
A10	Eskom requires that the **diverse nature of workloads must be considered in the design**. Different application workloads have unique requirements and considerations. Appropriate placement of workloads must take into consideration factors such as workload characteristics, performance requirements, data sensitivity, and business objectives.	Indicate how the design caters for workload management in the solution including key characteristics such as performance, data sensitivity and the development of business objectives and domain profiles.	0.58%	Design includes workload management together with an explanation of how performance and data sensitivity (various types of data/priorities) are addressed, **including** business objectives, domains (industry) and other aspects.	0.58%	0.0%
				Design includes workload management together with an explanation of how performance and data sensitivity (various types of data/priorities) are addressed, **excluding** business objectives, domains (industry) and other aspects.	0.35%	
				No relevant information provided.	0.00%	
	Eskom requires that the solution and all components, and workloads and configurations must be **continuously monitored.** The service provider shall assist to implement the necessary financial management and monitoring processes and enforce agreed limits through available solution provider policies and governance (e.g., automated business rules, monitoring dashboards).	Indicate how the solution design includes a monitoring function, what is monitored with a focus on the key components, the workloads and configurations.	0.58%	Design includes a monitoring function that is able to provide feedback on the key components of the solution, their current state and configuration. The **design also includes** support for financial limits and thresholds, event triggering, linkages to automated business rules and dashboards and any mechanisms that reduce energy consumption of the solution itself.	0.58%	0.0%

A11	Resource efficiency, optimization, and right-sizing, not only ensure optimised operational expenditure, but also would assist to reduce energy consumption, and contribute to a more sustainable future.			Design includes a monitoring function that is able to feedback on the key components of the solution, their current state and configuration. The **design does not include** support for financial limits and thresholds, event triggering, linkages to automated business rules and dashboards and any mechanisms that reduce energy consumption of the solution itself.	0.40%	
				No relevant information provided.	0.00%	
A12	The solution and design must cater for Eskom Holdings and all its current and future subsidiaries.	Indicate in the design how the application interfaces, data segregation and integrated reporting will be handled taking into account the following: (a) Eskom Holdings and multiple (current and future) subsidiaries (b) In future some subsidiaries might move out of Eskom. (c) Integrated reporting must happen through all these Levels of the organisation, through all the subsidiaries and corporate functions, Boards and committees.	0.77%	Design addresses the current plans in Eskom and provides options for subsidiaries to move out while allowing for **automated** integrated reporting to happen throughout all levels and mechanisms in the organisations involved. Logical, Physical & Hybrid data separation are options for subsidiaries and/or separate legal entities.	0.77%	0.0%
				Design address the current plans in Eskom and provides options for subsidiaries to move out while allowing for **semi-automated** integrated reporting to happen throughout all levels and mechanisms in the organisations involved. Logical data separation is an option for subsidiaries and/or separate legal entities.	0.54%	
				No relevant information provided.	0.00%	
A13	Eskom requires that the solution adheres to Eskom IT standards for web authentication and authorisation, Enterprise Integration Platform (EIP/ESB) or secure APIs, support current client / user desktop PC specifications and communication protocols.	Indicate how the design addresses Eskom IT standards for Web authentication and authorisation, EIP/API, Desktop specifications and communication protocols. Include a list of non conformances & any comprises made.	0.77%	Design caters 100% for standards on Web authentication, EIP/AIP, Desktop Specifications and communication protocols.	0.77%	0.0%
				Design caters for less than 100% standards on Web authentication, EIP/AIP, Desktop Specifications and communication protocols. A list of non conformances and compromises haven been provided to understand their impacts should this solution be chosen.	0.38%	
				No relevant information provided.	0.00%	

Cloud

Item #	Technical Requirements			Evaluator Scores			
	Business requirement group	**Business requirements**	**Mandatory Returnables -** Evidence below to be provided in the technical file and numbered to align with each criteria question.	**Weight / Max score**	**Scoring guideline**	**Selection Options**	**Evaluators Response**
C1	ARCHITECTURE Cloud Service Model	Cloud Risk Assessment Cloud Policy 2.2.12.1 The cloud service model (i.e. IaaS, PaaS or SaaS) and deployment model (i.e. Private, Public or Hybrid cloud) shall be determined by a pre-defined set of Cloud selection criteria as per the Selection Criteria set out by Group IT. Note: - Cloud Risk Assessment - **SaaS is the required CSM**	Indicate the Cloud Service Model that is being proposed for this solution (e.g. IaaS, PaaS, SaaS, Hybrid, DaaS, XaaS).	0.37%	Solution supports required CSM viz. **SaaS**	0.37%	0.00%
					Solution does **NOT** support required CSM viz. **SaaS**	0.00%	
C2	ARCHITECTURE Cloud Service Deployment	Cloud Risk Assessment Cloud Policy 2.2.12.1 The cloud service model (i.e. IaaS, PaaS or SaaS) and deployment model (i.e. Private, Public or Hybrid cloud) shall be determined by a pre-defined set of Cloud selection criteria as per the Selection Criteria set out by Group IT. Note: - Cloud Risk Assessment - **Private / Hybrid is required SDM**	Indicate the Service Deployment Model that is being proposed (Private, Public or Hybrid)	0.37%	Solution supports **private / hybrid** SDMs.	0.37%	0.00%
					Solution does **NOT** support **private / hybrid** SDMs.	0.00%	
C4	AVAILABILITY, RETRIEVAL AND USE Availability	Cloud Policy 2.2.4.5 Eskom shall ensure that it is adequately protected against CSP vendor lock-in and that all Eskom data and information be returned to Eskom as and when required. Cloud Data Standard Baseline Security Controls Data availability – Data must be replicated to an on-premise location, or the Cloud environment of a different Cloud Service Provider, to ensure continuous access thereto in the event of a disruption.	Is the availability of the cloud service dependent on any 3rd party and what risks are associated with this dependency? - Provide details re cloud service dependencies, associated risks and risk mitigation actions. - Provide relevant evidence re reference documents, modules, screenshots, manuals etc…	0.28%	**No** - availability of the cloud service is **NOT** dependent on a 3rd party i.e. confirmation that the service provider is fully accountable for the services involved.	0.28%	0.00%
					Yes - availability of the cloud service is NOT dependent on a 3rd party. - provided details explaining what the 3rd party risks are and how the risks will be mitigated so as to limit exposure to Eskom.	0.14%	
					No relevant information provided OR No detail provided	0.00%	
C5	AVAILABILITY, RETRIEVAL AND USE Availability	Cloud Policy 2.2.4.2 Eskom shall ensure that SLAs contain the high availability requirements (as per the Business Impact Assessment done by Eskom) for applications and data in the event of planned or unplanned disruptions or outages. Note: **Eskom requires 24/7, 99.999999% availability with full (100%@8 Hours + Off site redundancy and backup) disaster recovery plans and regular testing.**	Indicate if the degree of availability of the data meet ESKOM business needs as defined (see note in column C). - Provide relevant evidence re reference documents, modules, screenshots, manuals etc…	0.37%	Proposed solution caters for high-availability requirements for applications and data (see column C).	0.37%	0.00%
					Proposed solution does **NOT** cater for high-availability requirements for applications and data(see column C).	0.00%	
C6	AVAILABILITY, RETRIEVAL AND USE Availability	Solution Performance Requirement Eskom shall ensure that SLAs contain the associated system, integration and data exchange performance requirements for applications and data transfers. Note: **Eskom requires the cloud service to support real-time (<1 sec) and/or a range of defined interaction/execution times that can be achieved (through resource allocation in the cloud management suite) based on the prevailing requirement of the business into the future.**	Indicate if the Cloud Service (availability, latency, performance, integration) supports real-time, semi-real-time or delayed interactive data exchange? - Provide relevant evidence re reference documents, modules, screenshots, manuals etc…	0.37%	The cloud service supports **real-time (<1 sec) and/or a range of defined interaction/execution times** that can be achieved (through resource allocation in the cloud management suite) based on the prevailing requirement of the business into the future.	0.37%	0.00%
					The cloud service **does NOT support real-time (<1 sec) but does support a range of defined interaction/execution times** that can be achieved (through resource allocation in the cloud management suite) based on the prevailing requirement of the business into the future.	0.18%	
					The cloud service does **NOT** support real-time (<1 sec) and/or a range of defined interaction/execution times.	0.00%	
C7	DATA STORAGE AND PRESERVATION: Backup - Data Storage	Cloud Policy All data retentions requirements as per Policy for Records Retention periods must be adhered to. 2.2.5.4 The Cloud Service Provider (CSP) must delete/eliminate any trace of Eskom data/information from its systems at the end of the Contract in accordance with the guidelines defined in National Institute of Standards and Technology (NIST). Note: At contract termination the CSP must be able to destroy ESKOM data and associated metadata (and all their copies, including backups) in compliance with ESKOM data retention and disposition policies.	Indicate that you are able to destroy Eskom data and associated metadata as required. - Provide relevant evidence re reference documents, modules, screenshots, manuals etc…	0.37%	CSP is able to destroy data/metadata according to retention/disposition policies and NIST guideline.	0.37%	0.00%
					CSP is **NOT** able to destroy data/metadata according to retention/disposition policies and NIST guidelines.	0.00%	
	SECURITY, CONFIDENTIALITY AND PRIVACY: Security	Cloud Policy 2.2.6.4 Eskom must ensure that the CSP's maintain the same levels of security and controls required across all platforms and data centres.	Indicate if the system prevents unauthorized access, use, alteration or destruction of ESKOM data?	0.55%	System prevents unauthorized access, use, alteration or destruction of ESKOM data	0.55%	0.00%

C8		Cloud Data Standard Baseline Security Control Access to Cloud environment – access control to Cloud environments, as well as the ingress and egress movement of data, will be done using existing mechanisms and other complementary Cloud-specific mechanisms. Do not enable direct remote access to Cloud VMs from the Internet, but enforce the use of VPNs.	- Provide relevant evidence re reference documents, modules, screenshots, manuals etc…		System does **NOT** prevent unauthorized access, use, alteration or destruction of ESKOM data	0.00%	
C9	SECURITY, CONFIDENTIALITY AND PRIVACY: Security	Cloud Data Standard Baseline Security Control Access to Cloud environment – access control to Cloud environments, as well as the ingress and egress movement of data, will be done using existing mechanisms and other complementary Cloud-specific mechanisms. Do not enable direct remote access to Cloud VMs from the Internet, but enforce the use of VPNs.	Indicate if and how ESKOM data will be secured during procedures of transfer into and out of the system? - Provide relevant evidence re reference documents, modules, screenshots, manuals etc…	0.37%	ESKOM data will be secured during procedures of transfer into and out of the system	0.37%	0.00%
					ESKOM data will **NOT** be secured during procedures of transfer into and out of the system	0.00%	
C10	DATA LOCATION AND CROSS-BORDER DATA FLOWS: Data Location - Data	Cloud Policy 2.2.2.3 Acceptable locations for the storage and/or processing of Eskom data must be identified in all contracts with CSPs by Eskom. 2.2.2.4 In the case of hosting offshore, the location where the Cloud Service is hosted must be assessed and approved for compliance with relevant laws and regulations related to Data Privacy. Any other laws that may override data privacy laws or enable the government of the country in question to access data and personal information sometimes without any prior notification, permission or court order must be assessed. Note: - Eskom prefers that the cloud service be hosted in South Africa	Specify where the cloud service is hosted. - Provide relevant evidence re reference documents etc…	0.37%	Cloud service hosted in South Africa and European Union	0.37%	0.00%
					Cloud service hosted in European Union only	0.18%	
					Cloud service hosted elsewhere	0.00%	
C11	DATA LOCATION AND CROSS-BORDER DATA FLOWS: Data Location - Data	Cloud Data Standard C. Information that is classified as Secret and Top Secret can be processed and/or stored in a Cloud environment subject to the Baseline Security Controls for the Cloud, the minimum conditions specified for Confidential information, as well as the following minimum conditions: 1. Application processing must be done on physical or virtual servers that is exclusively for the use of Eskom, its subsidiaries and users, e.g. a SaaS instance that is not shared with a non-Eskom entity. 2. Eskom Information shall not share storage services with a non-Eskom entity.	Indicate if your cloud service has the option for dedicated compute and storage infrastructure that is not shared by any other cloud tenants. - Provide relevant evidence re reference documents, modules, screenshots, manuals etc…	0.37%	Cloud service has dedicated compute and storage infrastructure that is not shared by any other cloud tenants.	0.37%	0.00%
					Cloud service has dedicated compute and storage infrastructure that is not shared by any other cloud tenants, **but** data segregation mechanisms (incl. instance separation) and or equivalent options are available to manage data access.	0.18%	
					Cloud service does **NOT** have dedicated compute and storage infrastructure that is not shared by any other cloud tenants **AND** Data segregation mechanisms (incl. instance separation) and or equivalent options are **NOT** available to manage data access.	0.00%	
C12	DATA LOCATION AND CROSS-BORDER DATA FLOWS: Data Location - Data	Cloud Policy 2.2.2.3 Acceptable locations for the storage and/or processing of Eskom data must be identified in all contracts with CSPs by Eskom. 2.2.2.4 In the case of hosting offshore, the location where the Cloud Service is hosted must be assessed and approved for compliance with relevant laws and regulations related to Data Privacy. Any other laws that may override data privacy laws or enable the government of the country in question to access data and personal information sometimes without any prior notification, permission or court order must be assessed. Cloud Data Standard B. Information that is classified as Confidential can be processed and/or stored in a Cloud environment subject to the Baseline Security Controls for the Cloud and the following minimum conditions: 1. The Cloud Service Provider (CSP) must have the required certifications as determined in the Eskom Cloud Security Standard. 2. The Data Centres(DCs) of the CSP, including backup DCs, must be in sovereign regions with privacy and data governance laws at least equal to those of South Africa. Eskom information must not be stored in data centres based in countries with authoritarian laws that make provision for the seizure of information belonging to any organisation during an unrelated legal matters. 3. User and Service authentication must be done using the current Eskom identity and access management solution. C. Information that is classified as Secret and Top Secret can be processed and/or stored in a Cloud environment subject to the Baseline Security Controls for the Cloud, the minimum conditions specified for Confidential information, as well as the following minimum conditions.	Indicate if ESKOM will have the option to specify the location, in which ESKOM data, metadata and their copies will be stored? - Provide relevant evidence re reference documents, modules, screenshots, manuals etc…	0.37%	Yes (ESKOM will have the option to specify the location, in which ESKOM data, metadata and their copies will be stored) *- South Africa private cloud (e.g. MS/AWS tenant) or on premise cloud*	0.37%	0.00%
					Yes (ESKOM will have the option to specify the location, in which ESKOM data, metadata and their copies will be stored) *- South Africa private cloud (e.g. MS/AWS tenant)*	0.28%	
					Yes (ESKOM will have the option to specify the location, in which ESKOM data, metadata and their copies will be stored) *- On premise cloud*	0.18%	
					No (ESKOM will **NOT** have the option to specify the location, in which ESKOM data, metadata and their copies will be stored)	0.00%	
C13	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard CSP's shall always prepare for graceful failure in case of a particular CSP's outage. This can include plans for interoperability and portability with other CSP's or a different region with your current provider Note: The CSP outage plan should align with Eskom's recovery objectives, addresses higher frequency transient failures, has a dependency mapped set of risks & mitigations,	In your technical response show how your solution caters for or handles graceful failure after a cloud outage. - Provide actionable outage plans that caters for graceful.	0.37%	Provided CSP outage plans which aligns to Eskom's requirements (see requirement note in column C).	0.37%	0.00%
					Provided standardised CSP outage plan according to default offerings.	0.18%	
					There is a limited outage plan or no plan at all.	0.00%	
C14	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard CSP's shall offer identity ecosystem, such as: 1. Policy Enforcement Points (PEP-as-a-service) 2. Policy Decision Points (PDP-as-a-service) 3. Policy Access Points (PAP-as-a-service)	Indicate the key identity ecosystem components in your solution viz. PEP, PDP and PAP. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution provides all 3 integrated identity ecosystem components viz. PEP, PDP and PAP.	0.37%	0.00%
					Solution provides 1 or 2 identity ecosystem components.	0.18%	
					Solution provides NO identity ecosystem components	0.00%	

C15	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard CSP's shall employ web security gateways (WSG) to proxying or redirecting web traffic to the cloud service provider (or a hybrid of both).	Indicate how your solution employs WSGs to proxy or redirect traffic to the CSP (or a hybrid of both). - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution WSGs employ both proxy and redirection (**hybrid**). Solution WSGs employ either proxy or redirection. Solution WSGs does **NOT** employ proxy or redirection.	0.37% 0.18% 0.00%	0.00%
C16	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard CSP's shall employ CASB, (also known as Cloud Access Security Brokers) to monitor activity, enforce policy, and detect and/or prevent security issues or anomalies	Indicate which architectures your CASBs employ to control and secure your solution. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution CASBs employ API-Control, reverse proxy, forward proxy, proxy-based, API-based and hybrids (e.g. API and proxy options combined) architectures. Solution CASBs employ API-Control, reverse proxy, forward proxy, proxy-based, API-based, **but excludes hybrids** (e.g. API and proxy options combined) architectures. Solution CASBs do **NOT** employ one or more of API-Control, Reverse Proxy, Forward Proxy, Proxy-Based, API-Based architectures.	0.37% 0.18% 0.00%	0.00%
C17	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard CSP's shall employ Intrusion Detection/Prevention System (IDS/IPS). CSP's shall employ Distributed Denial of Service (DDoS) protection mechanism. CSP's shall employ cloud-based Security Information & Event Management (SIEM). Note: IDS/IPS features for Early Threat Detection, Anomaly-based detection, Hybrid	Indicate which cloud security attack prevention mechanisms your solution employs. - Provide design ito cloud security attack prevention mechanisms. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	**For each available functionality award the corresponding score cumulatively.** 1. Intrusion Detection/Prevention System (IDS/IPS). 2. Distributed Denial of Service (DDoS) protection mechanism. 3. Security Information & Event Management (SIEM).	 0.12% 0.12% 0.12%	0.00%
C18	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard Backups shall be encrypted using at minimum AES-256 and advanced quantum safe encryption standard, securely kept with limited admin access	Indicate which encryption standards your solution employs for backups. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution employs AES-256, NIST Crystals-Kyber and Dilithium cryptographic algorithms for backups. Solution employs only AES-256 for backups. Solution does **NOT** employ AES-256 for backups.	0.37% 0.18% 0.00%	0.00%
C19	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard CSP's shall employ real-time data synchronisation and/or data shall be replicated to another cloud platform hosted in a different region to minimise downtime.	Indicate if your solution allows real-time data synchronisation or off premise replication (another cloud platform hosted in a different region) to minimise downtime.	0.37%	**For each available functionality award the corresponding score cumulatively.** 1. Solution allows real-time data synchronisation. 2. Solution allows off premise replication.	 0.18% 0.18%	0.00%
C20	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard CSP's shall have a formal cloud incident response plan to cover each stage of the incident handling process: detection, analysis, containment, eradication, and recovery.	Indicate if your solution has formal cloud incident response plans that cover the different stages of an incident handling process? - Provide incident response plans. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution comes with formal / standard cloud **incident response plans as part of solution implementation.** Solution cloud **incident response plans to provided as a separate service during / after solution implementation.** Solution formal / standard cloud incident response plans **NOT** provided not available.	0.37% 0.18% 0.00%	0.00%
C21	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard CSP's shall user software-defined security to automate security controls.	Indicate whether your solution supports software-defined security. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution supports software-defined security. Solution supports software-defined security, but requires development or customization. Solution does **NOT** support software-defined security	0.37% 0.18% 0.00%	0.00%
C22	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard Data loss prevention (DLP) shall be employed, this is more applicable to SaaS than PaaS and IaaS.	Indicate whether your solution employs DLP. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution employs DLP. Solution employs DLP, but requires development or customization. Solution does **NOT** employ DLP.	0.37% 0.18% 0.00%	0.00%
C23	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard Tokenization mechanism for sensitive data such credit, debit card and PII shall be employed.	Indicate whether your solution supports tokenisation. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution supports tokenisation. Solution supports tokenisation, but requires development or customization. Solution does **NOT** support tokenisation.	0.37% 0.18% 0.00%	0.00%
C24	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard CSP's shall use strong authentication and MFA (multi-factor authentication). Strong authentication types: 1. MFA 2. 2FA (two factor authentication) 3. Biometrics	Indicate what types of strong authentication the solution supports. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution supports all 13 strong authentication types (see requirement in column C) Solution excludes 3 or more strong authentication types (see requirement in column C) Solution excludes MFA	0.37% 0.18% 0.00%	0.00%
C25	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Standard MFA shall be used for all external cloud user accounts.	Indicate whether your solution supports MFA for all external user accounts. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution supports MFA for all external user accounts. Solution supports MFA for all external user accounts, but requires development or customization. Solution does **NOT** support MFA for all external user accounts.	0.37% 0.18% 0.00%	0.00%
C26	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Requirements The cloud service shall be able to integrate with existing Eskom's identity provider (IdP) and Multi Factor Authentication (MFA) to enable Single sign-on (SSO). Note: - Eskom's existing IdP is Microsoft Active Directory.	Indicate whether your solution will be able to integrate with Eskom's existing identity provider and MFA to enable SSO. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution is able to integrate with Eskom's existing identity provider and MFA to enable SSO. Solution is able to integrate with Eskom's existing identity provider and MFA to enable SSO but requires development or customisation. Solution is **NOT** able to integrate with Eskom's existing identity provider and MFA to enable SSO.	0.37% 0.18% 0.00%	0.00%
C27	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Requirements Role base access control (RBAC) shall be employed.	Indicate whether your solution can employ RBAC. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution is able to employ RBAC. Solution is able to employ RBAC, but requires development or customization. Solution is NOT able to employ RBAC.	0.37% 0.18% 0.00%	0.00%
C28	SECURITY, CONFIDENTIALITY AND PRIVACY	Cloud Security Requirements The Cloud Service shall provide e-Discovery capability to identify, collect and produce electronically stored information (ESI) in response to a request for production in a lawsuit or investigation as part of the cloud services offered.	Indicate whether your solution provides an e-Discovery capability. - Provide relevant evidence re modules, screenshots, manuals etc…	0.37%	Solution provides an e-Discovery capability Solution provides an e-Discovery capability, but requires development or customization Solution does **NOT** provide an e-Discovery capability	0.37% 0.18% 0.00%	0.00%