

Description of Request	SSL Digital Certificate Management Services for three Years
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## 1. Background Information

Digital Certificates are an important component of Information Security; they prevent individuals who have malicious intent from impersonating a website or other Information Technology applications services. They are also used to provide secure authentication methods for users, devices, and applications.

Group IT currently manages over 100 digital certificates through a contract with an external service provider to secure Eskom's web applications that provide service to various external stakeholders. Eskom's Group IT division concluded a three (3) year contract with Law Trusted Third Party Services (Pty) Ltd (LawTrust), registration number 2001/004386/07), for the provision of Digital Management Services, Renewal and Management of existing Certificates. The contract is expiring on the 30th of April 2023.

This request is to seek approval to issue an open tender to the market to acquire a digital certificate management service that will sustain the protection of Eskom external facing web applications.

## 2. Business motivation & benefits

Eskom owns and operates a National Key Point infrastructure. This involves maintenance of critical information that requires IT security capabilities to reduce and mitigate the attack surface from both external or internal threats, while Eskom public facing web application and websites provide various services to external stakeholders.

The Digital certificate management service will provide a reliable threat protection capability to Eskom's external facing web applications. It is crucial for Eskom information security landscape to continuously protect against attack vectors from the internet.

To sustain the protection of Eskom external facing web applications, the following is required:

- Digital certificate management services must be retained within Eskom Group IT.
- A new contract must be established with a suitable supplier through an approved commercial process.
- The new contract must cater for future needs to avoid delays and business disruption in procuring additional certificates as and when requirement.

### 3. Scope of work/Business requirements

#### 3.1. Provide detailed description and volumes of the product/service requested:

- a) Access to the digital certificate management service which includes the following: -
  - i. A centralized external digital certificate management service that will enable Eskom to create, issue, reissue, renew and revoke digital certificates from a single point or console;
  - ii. A self-service application designed to streamline external certificate management while providing secure certificates from an internationally recognised Certificate Authority;
  - iii. The ability to set certificate expiry dates to suit project schedules and corporate policies;
  - iv. A workflow of email notifications ensuring that certificates don't expire unexpectedly;
  - v. Comprehensive reporting capability for implemented external digital certificates; and
  - vi. Provision and support for digital;
  - vii. Provide a flexible billing model that caters concurrent licenses in the inventory;
  - viii. Provide an SSL discovery tool;
  - ix. Provide support for SHA2 (Secure Hashing Algorithm 2) hash function.
- b) Sustain and manage existing digital certificates that are securing Eskom external facing web application and websites.
- c) Provision for additional certificates over three years, to be acquired as and when required
- d) Training of end-users and system administrators

#### 3.2. Licence Management for Maintenance and Support:

SSL Certificate Type	Quantities
Standard	72
Subject Alternative Name	102
Advantage	4
Multi-Domain	12
Code Signing	8

#### 3.3. Training/Transfer of skills:

- Provide both classroom-based and Web-based training for end-users and system support staff on a pre-booked basis
- Mentor Eskom resources through the installation, configuration and deployment stages using a defined skills transfer program.

#### 3.4. Safety:

All safety protocols to be observed.