

	Scope of Work Document- Configuration Management System	Document Identifier	240-76439827	Rev	30
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		Review Date	September 2024		

Software	x	Hardware		Outsourcing		Professional Services		Other	
Document Tracker Number			N/A						
Description of Request			Configuration Management System						
Costing Details			Value: N/A			CC/WBS: TBD		GL Account: TBD	
Period of service			5 years						
Chief Information Officer			Name:			Shaheen Osman			
			Date:			5/9/2022			
			Signature:						
Business Sponsor			Name:			Gersh Bonga			
			Date:			2022 Sept 06			
			Signature:						

ABBREVIATIONS

Abbreviation	Description
BOM	Bill of Material
TGS	Turbo Gen Services
SOW	Scope of Work
PQP	Production Quality Package
ERI	Eskom Rotek Industries
NDT	Non-Destructive Testing
RFP	Request for Proposal
EAAB	Enterprise Architecture Advisory Board
ICOE	Integration Centre of Excellence
SOA	Statement of Architecture
EA	Enterprise Architect
CIM	Common Information Model
SVN	Subversion
SIT	System Integration Testing
ALM	Application Lifecycle Model
DR	Disaster Recovery
CRMC	Change Review Management Committee
API's	Application Programming Interface
SDLC	Software Delivery Life Cycle
QA	Quality Assurance
PPD	Pre-Production Development

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Abbreviation	Description
UAT	User Acceptance Testing
E2E	End 2 End
T&C's	Terms and Conditions
POPIA	Protection of Personal Information Act

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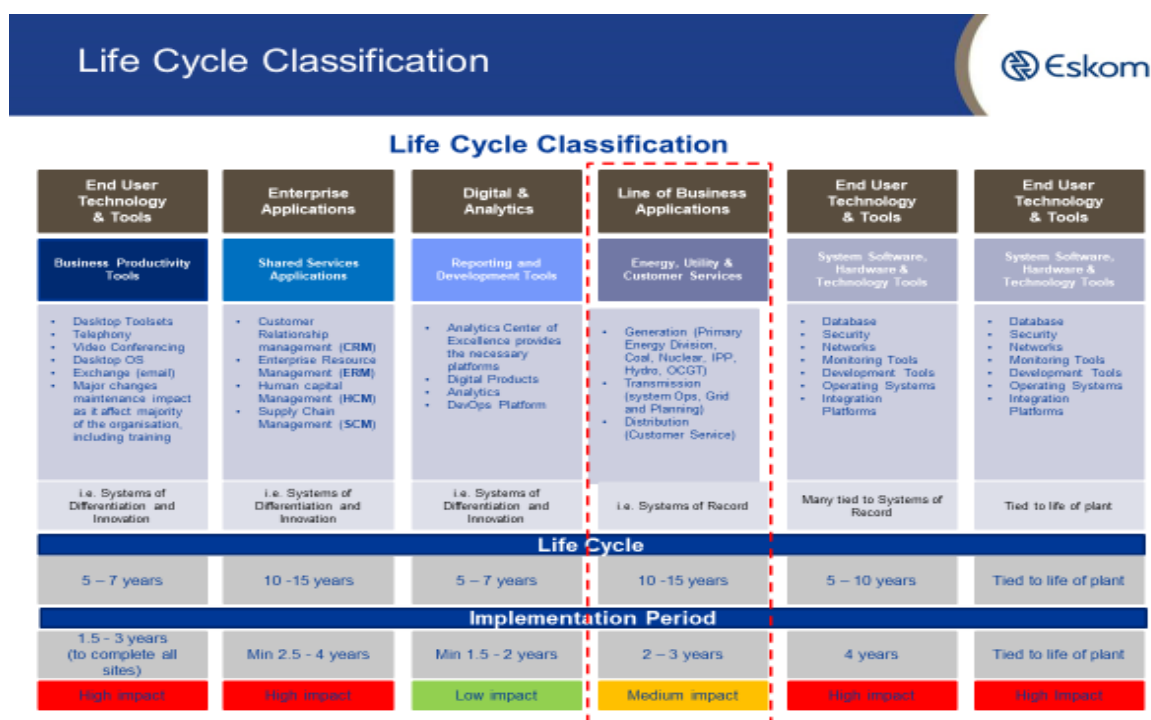
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Background Information

ERI Turbo Gen Services does not have a system to assist with effective Product Life Cycle Management specifically focusing on the Configuration Management and component tracking and tracing. The current systems in place does not support the organization in tracking / traceability throughout refurbishment and delivery process.

System Lifecycle Consideration

The solution we are looking for is classified under Line of Business Applications as highlighted below:



a. Development Period for new application

Define the period required for development of the system.
1-2 years

b. Support & Maintenance Period

Indicate the period required for Support & Maintenance.
5 years

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Business Motivation

By having a Configuration Management system with unique direct marking (serialization) including digital Quality Control documentation of various levels of components, will enable effective Product Life Cycle Management and support the business in:

- Effective costing allocation per project / component contributing directly to sustainability of the organisation
- Tracking of components through the process by booking components into various work centres (visibility)
- Proper identification of components for project allocation and inventory verification
- Configuration Management with regards to Modular exchange and interfacing between the Inner and Outer Casing
- Effective management of all TGS technical information and having digital twins of the plant.

Benefits to Eskom

Provide the proposed tangible/intangible benefits to Eskom with the procurement request.

- Accurate Scope of Work and Bill of Material development
- Proper documentation assisting Configuration Management
- Traceability of components
- Warehouse capturing of components
- Spares availability and visibility on a centralized system
- Control of assets
- Reduction of theft and loss
- Good management of routine maintenance

Scope of work/Business requirements


The high-level requirements for the business are to have a centralized electronic system that will create, store, and recall technical data pertaining components by having:

- Centralized -Cloud Based System
- Serialized components (Unique identifier)
- Standard generic Scope of Work (SOW) with Bill of Material (BOM) stored in a centralized data management system. SOW needs to cover all possible work that may be completed on the specific component. All BOM, check sheets and PQP's need to be derived from the selected SOW's. Project duration for specific SOW must also be derived based on the selection.
- Electronic check sheet and PQP's at point of use (control points) during the refurbishment phase (Control points will be the identified at work centres). The supplier must assist in developing and implementing all digitalized Quality Control documentation.
- All Quality documentation must be completed and verified electronically with electronic signatures.
- Only certified and qualified employees may be allowed to execute and certify quality documentation.
- Provision must be made for wireless connection.
- Handheld scanners to effectively track components at the control points. Handheld scanners are available but will be required to be integrated to the proposed solution.
- Data packs automatically generated from the system.
- Built in analytics capability for reporting.
- System must be able to produce a digital twin of the specific unit operating in the power station with all linked technical information for that unit.
- Solution will be used at multiple Eskom and ERI sites. This includes Power Stations and Workshops.
- Solution must allow communication with external stakeholders
- Closed loop PLM solution from Planning, operation, support and back to the planning phase.
- System must make provision for Augmented reality applications.

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- Scanning of hardcopy documents into the system by vendor as per Eskom scanning standard, 32-395 and 32-637,
- All files must be scanned per power station. A naming convention will be agreed on during implementation

Scanning Specifications:

- **Projects** – there are about 1013 reports and the pages maybe 1000 or more depending on the file size.
1013 X 1000
=1013000 Pages
- **Works** – There are about 12900 reports, The file may be 150 pages or more depending on the size of the file
12900 X 150
=1935000 Pages
- **Drawings**- Approximately 8101 drawings need to be scanned into the system as per the following sites: All the drawings will be scanned from Rosherville except drawings that are at Matla works.

Matla Works	1000
Rosherville	7101
Total	8101

Detailed Business Requirements:

Functionality Grouping	Functionality	Business Rules
Register components in the system upon arrival at work centres	<p>Ability to create component identity by:</p> <ol style="list-style-type: none"> 1. Scanning the marked components into the system (Secondary requirement to procure handheld devices) or 2. Allow manual entry into the system by an authorized person 3. Ability for all Eskom employees to view all technical information pertaining to the registered components <ul style="list-style-type: none"> • Real time (within 30 minutes) tracking of components as they move through the refurbishment life cycle- <p>The Component technical information must be captured according to the following metadata structure:</p> <ol style="list-style-type: none"> 1. Plant 2. Unit 3. Technology 4. Service Report (Service Report number) <ol style="list-style-type: none"> a. Monitoring Documentation (Vibration Analysis) b. Module Assembly (HP,IP, LP, Gen etc.) c. Component (Blades, Diaphragms etc.) <ol style="list-style-type: none"> i. Project Number ii. WBS Elements iii. PQP iv. Engineering Project Number v. Engineering Drawings 	<p>All components to be marked in a legible method and barcode label method.</p> <p>All components to obtain a date and time stamp when scanned</p>

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	vi. Serial number	
Production Quality Package (PQP's)	<ol style="list-style-type: none"> 1. Ability to develop and print PQP's directly in the system 2. Ability to electronically capture PQP results of a specific refurbishment step on the system <ol style="list-style-type: none"> 2.1 Electronic identification of operator must be enabled 3. PQP's must be automatically saved on the system when the operator submits the results. 4. PQP's to be linked with all quality documentation and procedures. 	<p>Operator must be authorized to capture PQP results</p> <p>No unauthorized personnel may overwrite original information.</p>
Revision Control	<p>Ability for the system to record all changes/updates made to components captured in the system.</p> <p>The system must have a fully functional documentation management system with workflows associated.</p>	<p>All revisions must be kept as part of the historical information.</p> <p>Latest revisions need to be the only active documents</p>
Component Design Drawings	<p>Ability to scan hardcopy drawings into the system:</p> <p>Ability to view the below listed file formats available on Solidworks</p> <p>The system must support the below listed file formats:</p> <p>The file types available from SolidWorks are:</p> <ul style="list-style-type: none"> • SOLIDWORKS Assembly (.asm; .sldasm) • SOLIDWORKS Composer (.smg) • SOLIDWORKS Part (.prt; .sldprt) • 3D Manufacturing Format (.3mf) • 3D XML (.3dxml) • ACIS (.sat) • Additive Manufacturing File (.amf) • Adobe Illustrator File (.ai) • Adobe Photoshop Files (.psd) • Adobe Portable Document Format (.pdf) • Assembly Templates (.asmdot) • CATIA Graphics (.cgr) • eDrawings (.easm) • HCG (.hcg) • HOOPS HSF (.hsf) • IFC 2x3 (.ifc) • IFC 4 (.ifc) • IGES (.igs) • JPEG (.jpg) • Microsoft XAML (.xaml) • Parasolid (.x_t; .x_b) • Polygon File Format (.ply) • Portable Network Graphics (.asm) 	<p>Integration to solidworks required</p>

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	<ul style="list-style-type: none"> • STEP (.step; .stp) • STL (.stl) • Tif (.tif) • VRLM (.wrl) 	
Reporting	<ul style="list-style-type: none"> • Ability to graphically view below reports using analytic capabilities • Analytics capability- work centres • Non-Destructive Testing (NDT) report • Non-conformance reports • Production output reports • Electrical reports • Service Report • PQP (Part 1-4) • Engineering Memo's • Inspection Report • NDE Reports • Work in Progress reporting • Workload distribution reporting • Ability to use digital footage for progress update on projects 	
Nonconformance Management	<ul style="list-style-type: none"> • Identification, reporting and management of nonconformances. 	
CNC Machine integration	<ul style="list-style-type: none"> • Integration with all CNC machines including program management and automated measurement logging at Workshops and Sites. 	
Workflow	System needs to have workflow functionality that will include: <ul style="list-style-type: none"> • Notifications – Email communication • Escalations to higher level after set time as per procedure • Approvals/ Rejections • Acceptance 	
Document Management and Data Storage	<ul style="list-style-type: none"> • Centralised Configuration Management Database with documentation management and workflow capabilities for document management and long-term storage and backup system. • The system must have the capability to workflow and manage all Microsoft Office file formats as well as PDF's. 	
Allocation of tasks	<ul style="list-style-type: none"> • Allocate specific tasks with product deliverables and integrate with execution plan. 	

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Technical Requirements

Deliverable	Description
Functional Specifications and Detailed Design	Deliver approved Functional Specifications and Detailed (Physical) design based on the User Requirement Specification and Logical Design provided as part of this Request for Proposal (RFP).
	Facilitate review and approval of the design as required by Eskom methodology and governance. Ensure cyber security compliance and integration end points. The Tenderer is required to render solution architect services to this project which includes making sure that Enterprise Architecture Advisory Board (EAAB) approval is gained before build and again before go-live.
Integration	Integration into these systems will be critical for the success of the Configuration Management project. Integration scope and deliverables is listed below:
	<ul style="list-style-type: none"> Analyse, design, develop, test and deploy integration solutions. The solution should be able to integrate to any systems that Eskom and ERI and may need to integrate to. Refer to the logical design for systems that must integrate to the solution: External interfaces to integrate using Oracle Fusion 12c and IBM WebSphere (Data Power), thus the vendor should be well skilled to work with the mentioned technologies. The Integration Centre of Excellence (ICOE) governance process must be followed for all approvals. Kindly reference "SOA Workgroup artefacts". All diagrams and processes are to be captured in the Eskom Enterprise Architect (EA). Configuration Management should be able to integrate with all specified applications as mentioned in the logical design, conforming to the "End system integration design requirements". All CIM message artefacts (including Mapping Document) to be placed in the Eskom defined CIM SVN. All code to be placed in Eskom defined Code SVN repository All artefacts to be placed in the ERI share point.
	<ul style="list-style-type: none"> The following are the integration and Testing activities and artefacts to be produced and presented at the committee for approval and sign off:
	<ul style="list-style-type: none"> o Business test case document. o Integration specification document. o Mapping Document. o CIM message artefacts including WSDL's and XSD's. o Code and unit testing review. o Deployment Guide.

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	<ul style="list-style-type: none"> o System Integration Testing (SIT) testing review of results in ALM. o SIT test case sign-off. o Performance testing review of results in ALM (if performance testing is required). o Performance testing sign-off. o Pre-transfer documents for go-live approval. o Test requirements in Application Lifecycle Model (ALM) o Test cases and results in ALM o Defects managed in ALM o Test plan Document o Non-functional Test plan document o Test closure reports documents o Performance test scripts and results.
	<ul style="list-style-type: none"> • Provide an Integration message modeller to complete the following:
	<ul style="list-style-type: none"> o Analysis of message requirements. o Model or update integration message which follow a Common information model. o Create payloads and envelopes. o Generate xsd, message model and model dictionary.
Build and deploy	Provide test cases, Unit Testing on the Development (DEV) environment, deploy base solution to the Development, Quality Assurance, Pre-Production, Production, and Disaster Recovery (DR) environments prior to go-live.
	Update requirements traceability matrix. Ensure all environments are updated following successful test conclusion. Compile go-live plan. Ensure the solution obtains the necessary governance approvals:
	<ul style="list-style-type: none"> • Enterprise Architecture Advisory Board (EAAB) for pre-transfer, Change Review Management Committee (CRMC), Go/No-Go pack and decision by Group IT General Manager and Data take-on and Go-Live in the production (PROD) environment. • Code to be checked into Eskom's code repository. • Any development or APIs exposed outside the integration platform will be developed using Eskom software development technology standards such as .NET technologies, JAVA, Python.
Test	Complete System Integration Testing on the Quality Assurance and Pre-Production (QA and PPD) environment and test closure report. Complete User Acceptance Testing (UAT) on the Pre-Production (PPD) environment and test closure report.
	Complete Performance Testing on the Pre-Production (PPD) environment and test closure report. Complete Disaster Recovery Testing on the Disaster Recovery (DR) environment and complete and Vulnerability Testing.

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	<p>The tenderer must provide an experienced test manager, and sufficient dedicated testers must be allocated to the project, independent of the development team. The testing staff may not be the same staff as the configuration, development and implementation team. The testing team is responsible to:</p> <ul style="list-style-type: none"> Acquire the testing requirements, develop the test cases, and conduct testing to ensure that the solution is comprehensively evaluated for implementation in the Eskom IT environment. All Test Analysis (Test Requirements), Test Design (Test Cases and Test Scenarios), Test Execution and defect management must be done in ALM, in line with the Eskom's Testing Standard. Performance testing must be done using LoadRunner All functional and Non-functional test assets to reside in ALM Testing requirements must cover all identified interfaces where applicable <p>The testing team must adhere to the TCoE Turnkey Project Requirements Guideline to be provided as part of the RFP document.</p> <p>The following testing and testing milestones must be completed. A signed off test closure report is required before a test milestone is completed.</p> <ul style="list-style-type: none"> Unit Testing – test results from the Vendor team. System Integrated Testing, Functionality testing (in QA – end to end functional testing and integration testing. That means testing with other systems and ensuring that all requirements have been successfully configured). This testing must be driven & executed by the Vendor but must include Eskom staff for completeness & authenticity. Non-Functional Testing (performance testing and disaster recovery testing). This testing must be driven & executed by the Vendor but must include Eskom staff for completeness & authenticity. User Acceptance Testing (Testing by the ERI customer team that the system is working and meets requirements). This testing must be driven by the Vendor but must be executed by ERI staff for completeness & authenticity.
Training/Transfer of skills	<p>Training and skill transfer is required for the ERI and Eskom development, Database, Application Technical Support and Support teams who need to be developed and skilled within a short period, to be able to continue with on-going changes and updates of the Social Media Channel in support of on-going business requirements and changes.</p>
	<p>Develop training material and support material. Train ERI and Eskom development, Database, Application Technical Support and Support teams and ensure sufficient knowledge transfer.</p>
	<p>Skill and knowledge transfer will be included as part of deliverable sign-off. The requirement for training will be at all Eskom levels of functional application support, 1st</p>

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	line support, 2nd line, and 3rd line of support, including the Application Technical Support and Database Support. The service provider will then be expected to provide 4th line support services.
	All the levels will require a minimum of two internal ERI and Eskom resources unless communicated otherwise. The vendor will be required to sign-off knowledge transfer acceptance certificate as part of every deliverable to ensure knowledge is transferred throughout the process and does not need to wait until the end of the project.
Stabilise and handover	Ensure adoption and good performance of the solution. Provide support to stabilise the solution. Conclude handover to business. Conclude handover to support. Close-out the project.
Active SMS and Email Monitoring	Design, Develop and Deploy a high availability monitoring platform for the system to be made available and accessible to both the ERI and Eskom internal support personnel and well as the Vendor Support resources. All monitoring related skills and knowledge to be packaged and handed over to ERI and Eskom support during the stabilization and handover phase of the project.
Project Management	<p>Deliver project documentation required by the ERI Project Team. This includes but is not limited to:</p> <ul style="list-style-type: none"> Detailed integrated schedule. Weekly progress reports. Payment schedule forecast and actuals tracking against it. Delivery Acceptance Certificates with supporting approved test details. Cross Functional Team and Contracts Management team members in order to facilitate governance of the project and its deliverables. Integrate the current application support teams into the project delivery team. Deliverable Breakdown Structure indicating all fixed cost deliverables with the cost of each deliverable and the total cost of all deliverables.
	<ul style="list-style-type: none"> List of deliverables and responsibilities that the tenderer view as being excluded from their scope of delivery. Payment schedule for all deliverables in the Deliverable Breakdown Structure. A payment schedule must be provided for all deliverables on a fixed-cost basis. During execution deliverables will be evaluated by ERI Cross Functional Team and Contracts Management Team and a Deliverable Acceptance Certificate issued when approved. Approved deliverables can then be invoiced. Projected monthly cash flow. Summarise the payment schedule provided per month.
	<ul style="list-style-type: none"> A Project schedule in MS Project format that contain all costed deliverables as milestones and also include activities to deliver such milestones. The top-level work breakdown in the schedule must reflect the Software Delivery Life Cycle (SDLC) stages (Design; Build, Test, Train, Deploy, Stabilise – after go-live support).

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Other Responsibilities	<p>Dependencies and pre-requisites on ERI must be clearly stipulated. Total man-hours and skill of all Tenderer resources combined. An organogram and a list of all the team members of the Tenderer that will deliver the proposed project including the following information for each and every team member:</p>
	<ul style="list-style-type: none"> Name and surname, Confirmation that person is a current employee of the Tenderer. Role of person on the proposed team, Description of Education with supporting certificates as proof. Relevant Experience and Skills. Relevant product certification/s achieved with supporting certificates as proof.
	<p>Explanation of tenderer's experience on ERI's current environment where relevant and motivation why tenderer is best positioned to deliver on this project. Indicate all other pre-requisites and, or exclusions that must be addressed before the start of the project with clear timelines.</p>
	<p>All deliverables produced on this contract shall become the property of ERI- Turbo Gen Services (TGS) holding sole rights to it. All deliverables shall be provided in maintainable format for each evaluation (i.e. editable documents; source code and scripts).</p>
	<p>Project change control refers to the changes in project Scope, Time and Cost. Changes will follow the process below. Changes must be approved by the Requester, Business Owner, Impacted Project Manager, Project Delivery Portfolio Manager, and Project Sponsor. Depending on the scale of the change, other approvals external to the project may be required. Guidance in this regard will be provided by the Project Portfolio Manager. Approved changes must be noted in steering committee minutes.</p>
	<p>The Tenderer must include the response to this request the applicable resource cost rate/s that shall be used to calculate cost of such changes.</p>
Service Level Agreement	<p>4th line support will be required from the service provider to ERI which will entail help desk services and fault or query escalation process.</p>
	<p>A 24/7 fault reporting channel will be required for any system issues that cannot be resolved within the ERI application support including a clear escalation process via a service desk with an Email, website portals with accompanying 24/7 Telephony escalation service desk for the duration of the support contract.</p>
Security	<p>Refer to the "240-170007584 Rev 2 - Web Services Security Standard.pdf" Document.</p>
	<ul style="list-style-type: none"> Role based authentication. Authentication should be token based. Authentication Token e.g. OAuth2 and SAML2 Threat Protection
	<p>End 2 End (E2E) Encryption:</p> <ul style="list-style-type: none"> Data must be encrypted in transit Data must be encrypted at rest
	<p>Strict adherence to the Protection of Personal Information Act, No 4 of 2013</p>

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	Provide the disclosure notices, maintain data privacy policy relating to sharing of the information, and ensure it secures the consent of its customers (Opt in) to share their personal information
	Before a customer uses the service, they must agree to the Terms and Conditions(T&C's) and agree to the fact that some personal information will be transmitted via the channel
	Confirm whether messages are capable of being decrypted, and duration of storing the encrypted data on a server social media channel.
Cloud	Cloud infrastructure provisioning for QA, Pre-prod, Development and Production. Service provider to ensure provisioning is done for QA, and other environments which will be needed for development, testing, training, and go-live as and when required. ERI is going to continue with changes as and when needed by Business so the provisioning of these environments when required is important.
	Service Provider to ensure that it secures the user's or customer's consent to process their personal information when they interact via the social media channel.
	Confirm how the solution will adhere to POPI Act so that ERI and ERI Customer will be protected. Confirm how ERI data will be secured in line with POPIA and where it will be stored.

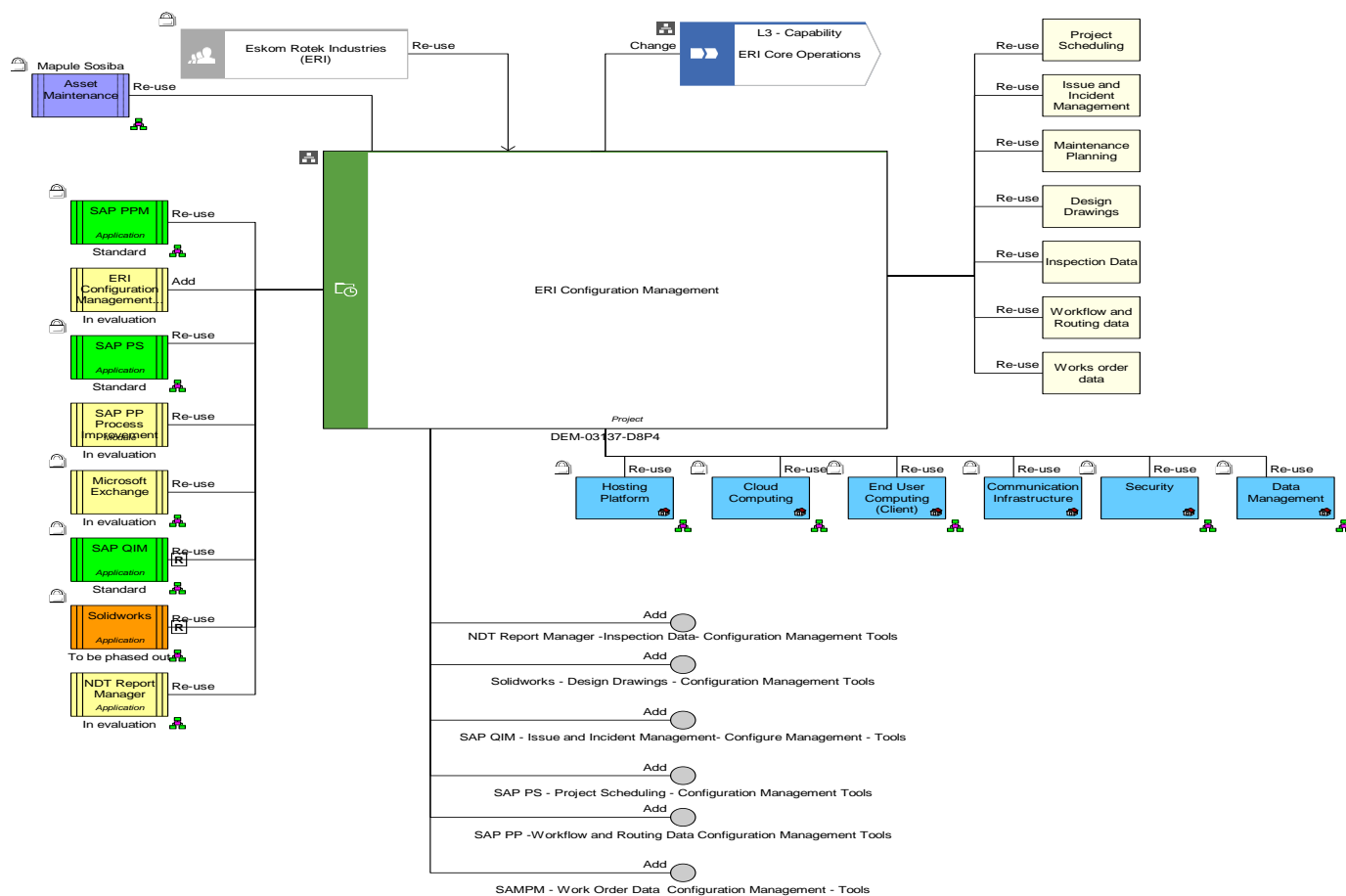
System Integration Diagram

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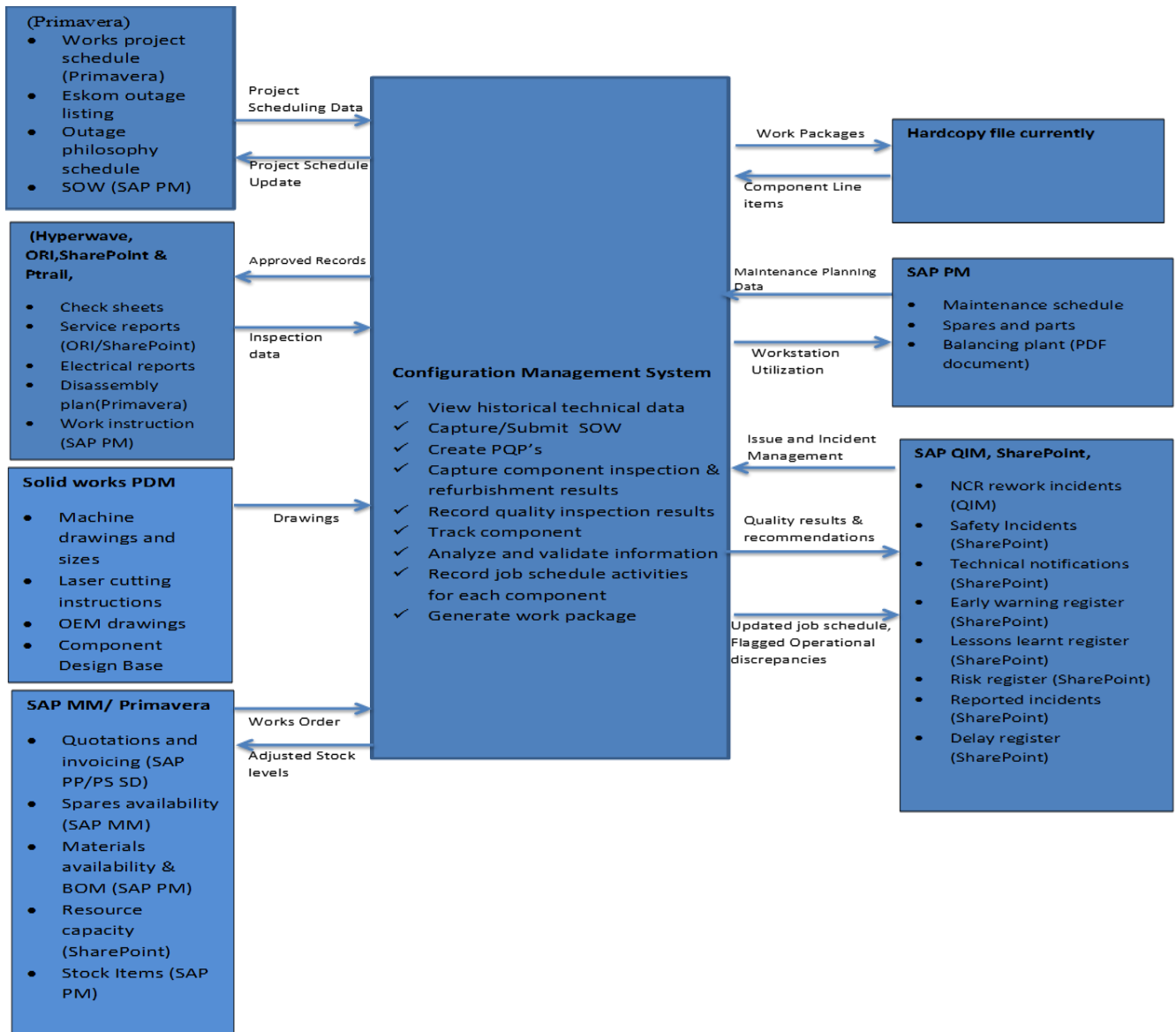
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Context Diagram/ Logical Information Flow



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Access Requirements:

BRS Number	Role	Define different types of access and what permissions that role has
BRS 24	Administrator of system – TIMC Manager	Full Admin rights to the system
BRS 25	Supervisor/ Approver	Read/write access. Supervisor may be the only person to overwrite information where required
BRS 26	Engineer	Read and write access. Supervisor may be the only person to overwrite information where required
BRS 27	Operator	Read and Write Ability to only input production results relating to components in the refurbishment process
BRS 28	All ERI Employees	View and Read Access. Anyone with authorised read/write access to view information in the system.
BRS 29	External Stakeholders	Read and Write Access. Uploading of technical information in set areas. Access to non-set areas must be restricted
BRS 30	Eskom	Read and Write Access. Anyone with authorised read/write access to view information in the system.
BRS 31	Authorized Person	Administrators provide customized authorization to the system

Technical Information:

1. Encryption of data (in transit and at rest) must be in place.
2. Ensure redundancy at vendor site for network connectivity.
3. Ensure that adequate Cybersecurity controls are in place to protect ERI data.
4. Ensure that the end of service allows for smooth transition from service provider to Eskom
5. Ensure prevention of personal information being disclosed a per POPIA

ERI Works Department currently services the following Eskom Power Stations:

Ankerlig, Arnot, Camden, Drakensberg, Duvha, Gariep, Gourikwa, Grootvlei, Hendrina, Ingula, Kendal, Koeberg, Kriel, Kusile, Lethabo, Majuba, Matimba, Matla, Medupi, Palmiet, Port Rex, Tutuka and Vanderkloof.

The Configuration Management System must be able to handle all technical information related to the Turbine, Generator and Auxiliary plant and the servicing of these components. On average the stations mentioned above have 5 units. All information for all these components for all units and stations must be managed centrally. The type of technical information is indicated in the original SOW.

1. Departments within TGS Works Department.

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The following departments are within the Works department where all work will be done.

NDT (Non-Destructive Test), BOSM (Bearing & On-site Machining), Gen Services (Stator & Rotor) Balancing, Fitting, Sandblast, Welding, Light Machine, Heavy Machine, Quality Assurance, Engineering, Quality Control (QC), Planning Department, Receive & Dispatch and Project Management Office. All these departments and sections must be able to access the technical information at any time for any of the components from the power stations. This should be accessible through electronic devices with the employees doing the work. The technical information being generated must be added to the system as it is generated so that the data on the system is always the latest and accessible to all.

It must be possible for all the technical information generated at the different sites as mentioned under point 1 to be added and accessed on the system by the persons at site so that the latest information is accessible to all.

2. Training Requirement

Role based system training is required for the Configuration Management System. We expect to have at least ten personnel from each department trained on the system which will be 200 users for Works and about 100 for Projects. All these users must be able to add and get information from the system. The information must be accessible to view by all TGS employees.

3. Data Migration

There are currently 16000 service reports and new ones are being created daily. The total size of these reports is 1.6 terabyte at the moment, but the size will go up as the number of reports increases. All this information must be inserted and linked into the system.

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Product / Service / Application / Module	ERI Configuration Management System
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