

	TENDER SCOPE OF WORK Group Technology	Template Identifier	240-IT042	Rev	1
		Effective Date	April 2023		
		Review Date	April 2028		

Description of Request	Request to purchase Conversion and editing of Portable Document Format (PDF) software subscription licenses for a period of 5 years
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1. High level background

Eskom manages vast amounts of documentation, ranging from procurement records and asset management reports to compliance submissions and audit trails. In this context, the adoption of PDF conversion tools is not merely a technical convenience but a strategic necessity.

PDF conversion software enables the transformation of documents from various formats such as Microsoft Word, Excel, PowerPoint, images, or scanned files into Portable Document Format (PDF). The PDF standard is widely recognized for its ability to preserve formatting, ensure cross-platform compatibility, and maintain document integrity. Beyond simple conversion, many solutions also provide functionalities such as compression, merging, splitting, and encryption, thereby enhancing the usability and security of organizational documents.

To maximize efficiency and accessibility, a **concurrent license model** would be preferable, allowing multiple users to leverage the software as needed without being restricted to individual device-based licenses.

Eskom has approximately 45 000 employees who may require access to PDF conversion software. If the supplier offers a named-user licensing model, an estimated **4 000** licenses will be needed on an as-required basis.

2. Scope of work/Business requirements

Detailed description and volumes of the product/service requested:

PDF conversion and editing software subscription for:

- Create, Merge, Organise and format PDF documents such as rearrangements of pages and text editing
- Create interactive PDF forms
- Build their own or convert existing templates into usable PDFs,
- Create PDF files from Microsoft Office documents or HTML pages and make them interactive by adding audio or video
- Compare two versions of a pdf file to see what has changed with Compare Documents.

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- Document review and collaboration directly from MS Word which includes commenting that can be imported back and supports MS Word Track Changes
- Editing of PDF document which includes, editing of text, adding of images, cropping pages, hyperlinks
- Creation of bookmarks
- Exporting of PDF documents back to Microsoft Word (.doc or .docx), Excel (.xls or .xlsx) or PowerPoint, images (jpg, tiff, png), HTML, rich text format (.rtf), xml 1.0, plain text (.txt)
- Converting of scanned documents to editable PDF or Microsoft documents
- Signing & Certifying documents with both digital and advanced digital signatures either through self-signed certificates or those purchased through a 3rd party provider
- Redacting documents (blacking out of confidential information)
- Reducing file size
- Advanced search
- Includes free PDF scanning app that links to desktop app
- Online PDF Services (create PDF, Export PDF, Combine Files, Organise Pages, Share Files, Send for Review, Fill & Sign).

Security Requirements:

- Access Control: Access control, unique user IDs and passwords shall be used to access the system.
- Information Security Management System (ISMS): The Supplier or Service Provider shall have a valid International Organization Standardization (ISO) 27001 and 15408 certificate.
- Secure Software Development Life Cycle (SDLC): The Supplier or Service Provider shall have a valid ISO 27034.
- Encryption Standard: Data at rest to be encrypted using at minimum Advanced Encryption Standard (AES)-256 and in transit (or in motion) using at minimum Transport Layer Security (TLS) 1.3 or later version.
- Audit trails, logs, user activity logs: Audit trails, logs, user activity logs shall be enabled, encrypted, and securely kept with limited access to administrators.
- Patch Management: Patch Management Process shall be defined. The software updates and patches shall be tested in a non-production environment before being deployed into the production environment.
- Updates and Supply Chain Integrity: The Supplier or Service Provider shall deliver signed updates, maintain (Software Bill of Materials) SBOM, and vet Third-Party components for vulnerabilities.

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- **Role-Based Access Control (RBAC):** The software shall employ Role-based access control (RBAC) mechanism.
- **Input and File Handling Security:** All user inputs and imported or exported files shall be validated, sanitized, and properly encoded to prevent injection attacks, block malicious content, and ensure integrity across all data and file operations.

Solution Testing

The solution will undergo comprehensive testing following Eskom's standards to ensure its completeness and authenticity. The testing team is responsible for gathering testing requirements, creating test cases, and executing the tests to thoroughly evaluate the solution for deployment within Eskom's IT environment.

Please note that the following:

- All testing, except unit testing, will be carried out by the Eskom testing team. The tenderer is responsible for conducting unit testing.
- All testing (including unit testing) must be performed within Eskom's test management systems, such as Application Lifecycle Management (ALM), LoadRunner (for performance testing), and Unified Functional Tester (UFT). The implementation team must coordinate with the testing team to ensure sufficient time is allocated for testing, and that all testing activities are incorporated into the project schedule.
- Before the official test cycle begins, the development team must provide unit test results, adhering to the entry and exit criteria outlined in the master system test plan. A signed-off test closure report is required before marking any test milestone as complete.

The following tests and milestones must be completed:

- **Unit Testing (Development Environment):** Results provided by the tenderer's development team.
- **System Integration Testing & Functionality Testing (QA Environment):** This includes end-to-end functional testing and integration testing, ensuring the solution works with other systems and meets all requirements. The Eskom testing team will lead and execute this testing, while the tenderer's team must provide necessary inputs.
- **User Acceptance Testing (Pre-Prod Environment):** Facilitated by the testing team but executed by Eskom's customer/business team to verify that the system meets the requirements defined in the BRS for completeness and authenticity.
- **Non-Functional/Performance Testing (Pre-Prod Environment):** Led and executed by the performance tester.
- **Disaster Recovery Testing (for the on-premise option).** Led and executed by the Disaster recovery team.

All testing requirements must cover all identified interfaces that have been identified. The testing team must adhere to the Testing Centre of Excellence (TCoE) standard document provided as part of the RFP documentation.

2.1. Training/Transfer of skills:

N/A

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3. Service Level Agreement requirements

The contract is license-only, performance is monitored through license entitlement verification, usage review, and commercial reconciliation, this approach can support Audit compliance.

- Verification that the contracted number of licenses is provisioned and accessible
- Confirmation that licensed features listed in the Scope of Work are available
- Periodic license usage and consumption reporting
- Reconciliation of invoices against active licenses and entitlements
- Review of vendor standard availability commitments as published in the subscription terms