

 Eskom	Tender Questions and Answers	Document Identifier	240-7124948	Rev	1
		Effective Date	01 April 2023		
		Review Date	April 2026		

To whom it may concern	Date	23 April 2025
	Enquiries	Tamara Mda
	E-mail address	MdaT@eskom.co.za

Dear Sir/Madam

Request for Enquiry Number	E1073CXMWP
Description / Project Title	PROVISION OF INTELLIGENT BUSINESS PROCESS MANAGEMENT TOOL INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF 7 YEARS
Tender Questions Closing Date	5 working days before the deadline for tender submission.

Item	Questions	Answers	Clarity Published Dates
1.	<p>We are in the process of preparing a response to Tender E1073CXMWP (Telkom). As per the RFQ instructions, we understand that the submission must be done via the eTender portal.</p> <p>I have logged in to etenders.gov.za using our CSD credentials. According to the instructions, I should be able to click on "Select Supplier" to proceed. However, when I do so, the Telkom tender does not appear as an option to submit a response.</p> <p>Could you please assist as a matter of urgency? We want to ensure this issue does not affect our ability to submit a compliant</p>	<p>For E1073CXMWP (Provision of Intelligent Business Process Management Tool including support and maintenance for a period of 7 years) tender, kindly refer to <i>Annexure U-E-tendering Help Manual for supplier - 27 January 2025 for submission</i></p>	23 April 2025

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	and timely response.		
2.	<p>Are all the K2 environments running on ver 4.7?</p> <p>a. If not on ver 4.7, how many are there?</p> <p>b. Which versions are these on?</p>	<p>Are all the K2 environments running on ver 4.7? - Yes</p> <p>a. If not on ver 4.7, how many are there? N/A</p> <p>b. Which versions are these on? N/A</p>	23 April 2025
3.	<p>Kindly provide clarity to the below questions:</p> <p>Capability of a BPA tool to intelligently handle documents through OCR and image recognition by reading, classifying and routing them to the stakeholders.</p> <ul style="list-style-type: none"> Where do the documents originate? I.e., They are received into a system or a mailbox. What format would the document typically be in? I.e., PDF, word, excel, images What would be the purpose of the documents? I.e., A document could be an invoice for goods, to be purchased, that needs to be routed to the Finance Department and/or the Head of Finance. What is the complexity of the documents? I.e., What elements of the document need to be considered to ensure that it is routed to the correct stakeholder? Are you able to provide a volume of documents received per month/year, grouped by complexity? Are you able to provide a use case as an example? This will allow us to better understand the ask. 	<p>Capability of a BPA tool to intelligently handle documents through OCR and image recognition by reading, classifying and routing them to the stakeholders.</p> <ul style="list-style-type: none"> Where do the documents originate? I.e., They are received into a system or a mailbox. Official Eskom documents will be stored in OpenText and other documents could be added to relevant application as an attachment or link to OpenText. What format would the document typically be in? I.e., PDF, word, excel, images. Mostly: PDF, images and MS Office What would be the purpose of the documents? I.e., A document could be an invoice for goods, to be purchased, that needs to be routed to the Finance Department and/or the Head of Finance. Various purposes. Attachments, url links, invoices etc. 	23 April 2025

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		<ul style="list-style-type: none"> What is the complexity of the documents? I.e., What elements of the document need to be considered to ensure that it is routed to the correct stakeholder? <i>No complexity at the current moment. Metadata could be used for any future functionality the more mature the system becomes with the users experience on the system.</i> Are you able to provide a volume of documents received per month/year, grouped by complexity? <i>As stated in above point no complexity. Volume of docs is estimated at 150 documents per month.</i> <p>Are you able to provide a use case as an example? This will allow us to better understand the ask. <i>Use cases will be dealt with at a design stage when the successful bidder is on board.</i></p>	
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