	<b>Group IT Project RFP Scope Document</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

## 1 PROJECT DETAILS

Project No.'s	ID	IT00529	WBS	C.IT00529 & N. IT00529
Project Name	Digital Procurement: eProcurement Solution			
GIT Customer Area	Group Procurement & Supply Chain (GP&SCM)			
PLCM Phase	Execution Phase			


## 2 ABBREVIATIONS

Abbreviation	Description
P&SCM	Procurement and Supply Change Management
MRP	Material Requirement Planning
NERSA	National Energy Regulator of South Africa
CSD	Central Supplier Database
RFP	Request For Proposal
SaaS	Software as a Service
SAP	Systems Applications & Products
SAP ERP	SAP Enterprise Resource Planning
SAP FI	SAP Finance
SAP MM	SAP Materials Management
SD&L	Supplier Development and Localisation
STG	Structured Text Generator
TOM	Tender Office Management
VRP	Vendor Registration Portal

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		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

### 3 Glossary of Terms/Definitions

Term	Definition
Central Supplier Database	National Treasury supplier registration portal. Register of vendors that can do business with State owned companies.

### 4 PROJECT SCOPE STATEMENT OVERVIEW

The project scope statement is the definition of the project, what needs to be accomplished. Define Scope is the process of developing a detailed description of the project and product. The key benefit of this process is that it describes the project, service, or result boundaries by defining which of the requirements collected will be included in and excluded from the project scope.

The project scope statement also enables the project team to perform more detailed planning, guides the project team's work during execution, and provides the baseline for evaluating whether requests for changes or additional work are contained within or outside the project's boundaries.

### 5 BACKGROUND AND CONTEXT


Eskom as a significant public procurer has approximately 4000 active contracts with estimated contract placements to the approximate value of R140 billion per annum. Historically Eskom has had the following challenges in the supply chain management processes:

- The current technology solutions (e.g., SAP) do not cover the procurement processes (focuses on purchase requests, capturing contract, processing purchase orders, goods receipts, and invoice receipts) end-to-end.
- Inefficiencies due to manual processing as the procurement teams rely on collaboration platforms such as SharePoint, or standalone reporting (spreadsheets) to complete financially material activities with little oversight.
- Inflated prices due to lack of price verification and market intelligence to ensure that market related prices are adhered to when procuring commodities.

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	<b>Group IT Project RFP Scope Document</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

- There is heavy reliance on manual or standalone solutions for the various elements. In addition, the activities of commercial which are of importance are also outside of the system.

In 2020, Eskom decided to implement a Digital Procurement project aimed at transforming the (P&SCM) function into a fully automated and integrated procure to pay process by implementing systems and technologies with the aim to provide visibility, embedded governance, and controls to increase the efficiency and integrity of the P&SCM process aligned to international best practices.

Through the Digital Procurement Programme, the following objectives are intended to be achieved:

- **Visibility of the entire procurement (P&SCM) process:** Have line of sight as to the bottlenecks in the process, have seamless procure to pay process, hold the right people accountable, enable advanced analytics, integrated Documentation and Records solution leading to immediate availability of documents for audit and other purposes, access to factual data in real time, leading to empowering proper planning, informed decision making, and more seamless information flows.
- **Enforce governance and compliance:** Systematically enforce procurement process or regulatory compliance during execution.
- **Improve monitoring and control:** Improve control framework to identify and reduce fraud and corruption, improve the integrity of the P&SCM process and reduce audit findings.
- **Improve effective reporting:** Effortless access to records and documents, clean and better structured master data and procurement information, track and measure actual lead-time performance or non-performance and ability to take appropriate corrective action to remedy.


## 6 SCOPE / BUSINESS REQUIREMENTS

The objective of the eProcurement project is to provide a seamless, end to end user experience to the business by implementing an eProcurement solution. The solution should be a Software as a Service (SaaS), cloud solution. The solution must be provided as a Turnkey solution for the design, development, testing, change management (training material, training, and communication), integration to the relevant systems and deployment.

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	<b>Group IT Project RFP Scope Document</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

The solution will cover the following business requirements including the full requirements as stipulated in the Business Requirement Specification and the Technical Evaluation Criteria Spreadsheet, the creation and tracking of Procurement strategies including the tracking of procurement plans. The creation of Purchase Requisitions (PR) and or Purchase Orders (PO). Electronic Auctioning including asset disposals via auctions (investment recovery management). Electronic Tendering including issuing, evaluations, tender office management, adjudication of tenders and reporting. Integration to external supplier databases (e.g., Central Supplier Database for the National Treasury) and probity check solutions.

Integration with external portals to publish tenders. Supplier Life Cycle Management and Supplier Development and Localization. Contract establishment and administration document management and Integration to existing systems to enable the above functionality. Training for the new solution to Eskom internal resources and external suppliers. Documentation and reporting development (over and above standard reports).

The solution design and implementation must accommodate the Eskom Group business operating model regarding Divisionalisation and Legal Separation. This is a project scope item, the successful service provider must design and implement the solution in such a way that the divisions and subsidiaries are separated as per the Organisation's structure (Corporate, Group Capital, Eskom Rotek Industries, Transmission, Generation, Distribution) and that there is a seamless process with no or minimum impact to the Eskom Operations and users when new subsidiaries are created.


Application support contract must cater for legal separation deliverables post project implementation and handover (configuration, data migration, integration, testing, deployed). An implementation approach to separation must be provided as part of the RFP response.

The tenderer through partnership must provide an experienced test manager and sufficient dedicated testers must be allocated to the project, independent of the development team. The tenderer's team will not be allowed to test their own solution. The solution should be kept up to date with and be aligned to Eskom security policies.

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	<b>Group IT Project RFP Scope Document</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

The following requirements should be provided for, breakdown or decomposition of the functionalities of the solution, cost decomposition as per the pricing schedule template, implementation approach and timelines (timelines must be in MS Project, and PDF).

If selected a further demonstration of the solution will be required which will need to align to the use cases based on the BRS and technical evaluation criteria. Only tenderers that meet the gate keeper (s) will be called to prepare for the demo.


#### The scope shall include:

Deliverable	Description
Functional Specifications and Detailed Design	Deliver approved functional specifications and detailed design (physical design) based on the user requirement specification and logical design provided as part of this 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 Architecture Design Review (ADR) committee approval is gained before build and again before go-live.
Integration	The Tenderer must provide technical resources to build and implement all required interfaces. Refer to the logical design for systems that must integrate to the solution.
	The Integration into the Eskom applications will be done within a phased approach. Integration scope and deliverables is listed below:
	<ul style="list-style-type: none"> <li>Analyse, design, develop, test, and deploy integration solutions based on the logical design. External interfaces to integrate using <b>Oracle Fusion 12c and IBM WebSphere (Data Power)</b>, thus the vendor should be well skilled to work with the mentioned technologies.</li> <li>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).</li> <li>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 Eskom share point.</li> </ul>

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	<b>Group IT Project RFP Scope Document</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

Deliverable	Description
Integration	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"> <li>• Business test case document.</li> <li>• Integration specification document.</li> <li>• Mapping Document.</li> <li>• CIM message artefacts including WSDL's and XSD's.</li> <li>• Code and unit testing review.</li> <li>• Deployment Guide.</li> <li>• SIT testing review of results in ALM.</li> <li>• SIT test case sign-off.</li> <li>• Performance testing review of results in ALM.</li> <li>• Performance testing sign-off.</li> <li>• Pre-transfer documents for go-live approval.</li> <li>• Test requirements in ALM.</li> <li>• Test cases and results in ALM. Defects managed in ALM.</li> <li>• Test plan Document.</li> <li>• Non-functional Test plan document.</li> <li>• Test closure reports documents.</li> <li>• Performance test scripts and results.</li> </ul>
	Provide an Integration message modeller to complete the following:
	<ul style="list-style-type: none"> <li>• Analysis of message requirements.</li> <li>• Model or update integration message which follow a Common information model.</li> <li>• Create payloads and envelopes.</li> <li>• Generate xsd, message model and model dictionary.</li> </ul>
Testing	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. The testing staff may not be the same staff as the configuration, development and implementation staff assigned to the Project.

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	<b>Group IT Project RFP Scope Document</b>	<b>Template Identifier</b>	<b>240-43921804</b>	<b>Rev</b>	<b>6</b>
		<b>Document Identifier</b>	<b>240-85195240</b>	<b>Rev</b>	<b>3</b>
		<b>Authorisation Date</b>	<b>24 April 2020</b>		
		<b>Review Date</b>	<b>April 2023</b>		


Deliverable	Description																							
	All testing must be completed on Eskom’s test management systems (Application Lifecycle Management, Load Runner and Unified Functional Tester) and Vendor must ensure that test staff is skilled in using the test management systems, Defects reporting and management throughout the project.																							
	The following testing and testing milestones must be completed. A signed off test closure report is required before a test milestone is completed.																							
	<ul style="list-style-type: none"><li>Unit Testing – test results from the Vendor team.</li><li>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 &amp; executed by the Vendor but must include Eskom staff for completeness &amp; authenticity.</li><li>Non-Functional Testing (performance testing and disaster recovery testing). This testing must be driven &amp; executed by the Vendor but must include Eskom staff for completeness &amp; authenticity.</li><li>User Acceptance Testing (Testing by the Eskom customer team that the system is working and meets requirements). This testing must be driven by the Vendor but must be executed by Eskom staff for completeness &amp; authenticity.</li></ul>																							
	All testing requirements must cover all identified interfaces that have been identified. The testing team must adhere to the TCoE Turnkey Project Requirements Guideline provided as part of the RFP document.																							
Business Training	Provision for both online and physical / virtual (MS Teams) classroom training. Develop training material and train Eskom business users.																							
	The supplier must provide super user training based on the below table.																							
	<table><tr><th>P&amp;SCM PROCESSES</th><th>Cx</th><th>Gx</th><th>ERI</th><th>Tx</th><th>Dx</th><th>PED</th><th>Group Capital</th><th>Nuclear</th><th>Shared Services</th></tr><tr><td>eAuction (including reverse &amp; disposals)</td><td rowspan="5">24</td><td rowspan="5">100</td><td rowspan="5">5</td><td rowspan="5">40</td><td rowspan="5">11</td><td rowspan="5">12</td><td rowspan="5">14</td><td rowspan="5">5</td><td rowspan="5">8</td></tr><tr><td>Contract Administration</td></tr><tr><td>Supplier Development and Localisation</td></tr><tr><td>PR Generation and Procurement Management</td></tr><tr><td>eTendering</td></tr></table>	P&SCM PROCESSES	Cx	Gx	ERI	Tx	Dx	PED	Group Capital	Nuclear	Shared Services	eAuction (including reverse & disposals)	24	100	5	40	11	12	14	5	8	Contract Administration	Supplier Development and Localisation	PR Generation and Procurement Management
P&SCM PROCESSES	Cx	Gx	ERI	Tx	Dx	PED	Group Capital	Nuclear	Shared Services															
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	<b>Group IT Project RFP Scope Document</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		


Deliverable	Description
	<p>The supplier must provide Eskom with a training approach indicating how training will be implemented during project implementation phase for the super users (will be used for training the trainer approach when needed and available), overall Eskom users and Eskom suppliers.</p> <p>Supplier must also make provision for a training video or noddy guide which will be used by Commercial practitioners and published on the Eskom tender bulletin for Eskom suppliers. Training material must also be provisioned as part of this transaction.</p>
Technical Training/ Transfer of skills	<p>Develop training material and support material. Train Eskom Group IT support teams and ensure sufficient knowledge transfer. 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. The requirement for training will be at all 3 Eskom levels of functional application support, 1st line support, 2nd line, and 3rd line of support, including the application technical support and database support.</p> <p>The service provider is required to provide all levels of support services even though they will be training Eskom support resources.</p>
Build and deploy	<p>Provide test cases, provide unit testing evidence, once all the necessary testing is complete, testing reports are produced, all governance approvals are obtained, the solution will need to be deployed to production. The Tenderer must articulate clearly as part of the response the implementation and deploy approach.</p> <p>Update requirements traceability matrix. Ensure all environments are updated following successful test conclusions. Compile a go-live plan and ensure the solution obtains the necessary governance approvals as follows:</p> <ul style="list-style-type: none"> <li>Architecture Design Review Committee (ADR) for pre-transfer, Change Review Management Committee (CRMC), Go/No-Go pack and decision by Group IT General Manager.</li> </ul>
Data Migration	<p>Solution must have the option for data to be exported to other solutions at the end of the contract term. Eskom to retain the ownership of all the data that business stores, transmits, and creates with the cloud service during the period of the contract.</p>
Security	<p>Refer to the "240-170007584 Rev 2 - Web Services Security Standard.pdf" Document. Refer to the Technical Evaluation Document for detailed requirements</p>
Reporting	<p>Reporting requirements are to be provided as stipulated on the Business Requirements Specification document and Technical Evaluation functional requirements.</p>

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		Document Identifier	240-85195240	Rev	3
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		Review Date	April 2023		

Deliverable	Description																				
Service Level Agreement	Eskom will provide 1st line support however, 2nd line, 3rd line, and 4th line support will be required from the service provider to Eskom which will entail an escalation process.																				
	Due to the gravity of the solution, supplier should provide 24/7 on site or remote support. The tender must have a service desk and a call logging system which Eskom can log ticket and track them.																				
	Service performance management: <table><tr><th>Priority</th><th>Mean time to respond (mins)</th><th>Mean time to resolve (Hrs)</th><th>Target (%)</th></tr><tr><td>P1</td><td>15</td><td>4</td><td>100</td></tr><tr><td>P2</td><td>15</td><td>6</td><td>99</td></tr><tr><td>P3</td><td>30</td><td>8</td><td>99</td></tr><tr><td>P4</td><td>30</td><td>16</td><td>99</td></tr></table>	Priority	Mean time to respond (mins)	Mean time to resolve (Hrs)	Target (%)	P1	15	4	100	P2	15	6	99	P3	30	8	99	P4	30	16	99
	Priority	Mean time to respond (mins)	Mean time to resolve (Hrs)	Target (%)																	
P1	15	4	100																		
P2	15	6	99																		
P3	30	8	99																		
P4	30	16	99																		
Escalation procedure: <table><tr><th>Escalation level</th><th>Eskom</th><th>Supplier</th></tr><tr><td>First level</td><td>Application Support Manager</td><td>Operations Manager</td></tr><tr><td>Second level</td><td>Middle Manager solution support</td><td>Senior Manager</td></tr><tr><td>Third level</td><td>Senior manager</td><td>Managing Director</td></tr></table>	Escalation level	Eskom	Supplier	First level	Application Support Manager	Operations Manager	Second level	Middle Manager solution support	Senior Manager	Third level	Senior manager	Managing Director									
Escalation level	Eskom	Supplier																			
First level	Application Support Manager	Operations Manager																			
Second level	Middle Manager solution support	Senior Manager																			
Third level	Senior manager	Managing Director																			
Project Management	Deliver project documentation required by the Eskom Group IT PMO. This includes but is not limited to:																				
	Detailed integrated schedule. Weekly progress reports. Payment schedule forecast and actuals tracking against the forecast. Delivery Acceptance Certificates with supporting documents. Provide information required by Eskom team members 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.																				
	During execution deliverables will be evaluated by Eskom and a deliverable acceptance certificate will be issued on approval. Approved deliverables can then be invoiced.																				
	A Project schedule in MS Project format. The top-level work breakdown in the schedule must reflect the Software Delivery Life Cycle stages (e.g., Feasibility, Design; Build, Test, Train, Deploy and Stabilise).																				

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	<b>Group IT Project RFP Scope Document</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

Deliverable	Description
	Please note that, all scope items mentioned on this scope document and all the requirements stated on the Business Requirements Specification and Technical Evaluation Criteria documents must be accepted.
Other Responsibilities	Dependencies and pre-requisites on Eskom must be clearly stipulated.
	All deliverables produced on this contract shall become the property of Eskom with Eskom holding sole rights to it. All deliverables shall be provided in maintainable format for each evaluation (i.e., editable documents).
	Project change control refers to the changes in project scope, time, and Cost. Changes will follow the process below:
	<ul style="list-style-type: none"> <li>Changes must be approved by the requester, business owner, project manager, and project sponsor.</li> <li>Depending on the scale of the change, other approvals external to the project may be required. Guidance in this regard will be provided by Eskom. Approved changes must be noted in steering committee minutes and scope document must be compiled and signed off.</li> </ul>

## 7 TENDERER'S SCOPE ACCEPTANCE

**Tenderer:**

**Name:**

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

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