



TITLE SPECIFICATION FOR DIGITAL LITERACY SOLUTION

REFERENCE CP_TSSPEC_162
DATE: AUGUST 2022
PAGE: 1 OF 13

REV 0

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FOREWORD

This Request for Standard Services was prepared by the following Work Group member/s:

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1. INTRODUCTION

City Power requires services from experienced Service Providers for provision of Digital Literacy solution and including support for a period of 36 months. The proposed solution shall meet the existing and future City Power business requirements.

2. SCOPE OF WORK

The scope of work entails provision of a Digital Literacy solution including support. The Service Provider shall deploy the Digital Literacy solution that is customized to provide security awareness and training.

3. NORMATIVE REFERENCES

The following documents contain provisions that, through reference in the text, constitute requirements of this specification. At the time of publication, the editions indicated were valid. All standards and specifications are subject to revision, and parties to agreements based on this standard are encouraged to investigate the possibility of applying the most recent editions of the documents listed below.

- Information Security- ISO 27001:2013
- Cyber security Management System- ISO 27032:2012
- Protection of Personal Information Act (Act 4 of 2013))
- Promotion of Access to Information (Act 2 of 2000)
- The Protection of Information (Act 84 of 1982)
- Risk Management-APO12 (COBIT2019)
- Security Management-APO13 (COBIT2019)
- Manage security services-DSS05 (COBIT2019)
- Cybercrimes Act 19 of 2020
- Risk Management Framework
- ISO 9001:2015 Quality management systems
- ISO 14001:2015 Environmental Management System
- OHSAS 18001-2007 Occupational Health and Safety Assessment

4. REQUIREMENTS

The proposed Digital Literacy solution shall provide the following:

- 4.1 Customized simulated Social Engineering Attacks.
- 4.2 Artificial Intelligence (AI)-Driven phishing and training recommendations.
- 4.3 The system shall comply with latest security protocols.
- 4.4 Usage of Assessments to gauge proficiency levels.
- 4.5 Deliver engaging end user training.
- 4.6 Regular employee evaluation and tracking of human errors.
- 4.7 Comprehensive reporting.

5. DOCUMENTATION

- 5.1 Full technical and functional details of the proposed solution shall be submitted.
- 5.2 All manuals shall be provided for the proposed solution.
- 5.3 The manuals shall be in English and sufficiently detailed to enable City Power staff to use and maintain the system.

6. TRAINING

- 6.1. The Service Provider shall provide comprehensive training courses on the proposed solution.
- 6.2. The Service Provider must clearly outline the layout of the recommended training.
- 6.3. The Service Provider will also be required to provide training to City Power technical resources on the solution when enhanced features and functionality becomes available as the solution is upgraded.

7. QUALITY MANAGEMENT

A quality management system shall be set up in order to assure the quality of Digital Literacy during design, development, production and servicing. Guidance on the requirements for a quality management system shall be found in the following standards: ISO 9001:2015. The details shall be subject to agreement between the City Power and supplier.

8. HEALTH AND SAFETY

A health and safety plan shall be set up in order to ensure proper management and compliance of the Digital Literacy system during installation, operation, maintenance, and decommissioning phases. Guidance on the requirements of a health and safety plan may be found in OHSAS 18001:2007 standards. This is to ensure that the asset conforms to standard operating procedures and City Power SHERQ Policy. The details shall be subject to agreement between City Power and the Supplier.

9. ENVIRONMENTAL MANAGEMENT

An environmental management plan shall be set up in order to ensure the proper environmental management and compliance of the Digital Literacy system during their entire life cycle (i.e. during design, development, production, installation, operation and maintenance, decommissioning as well as disposal phases). Guidance on the requirements for an environmental management system may be found in ISO 14001:2015 standards. The details shall be subject to agreement between City Power and the Supplier. These shall ensure that the asset created conforms to environmental standards and City Power SHEQ Policy.

ANNEX A- BIBLIOGRAPHY

None

ANNEX B - REVISION INFORMATION

DATE	REV. NO.	NOTES
AUGUST 2022	0	First issue

ANNEX C- ITEM NO: 2 – OTHER REQUIREMENTS

TECHNICAL SCHEDULES A & B:

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule

Item	Sub-clause CP_TSSPEC _162	Description	Schedule A	Schedule B
2	5	DOCUMENTATION		
	5.1	Full technical and functional details of the proposed solution shall be submitted.	Required	
	5.2	All manuals shall be provided for the proposed solution.	Required	
	5.3	The manuals shall be in English and sufficiently detailed to enable City Power staff to use and maintain the system.	Required	
	6	TRAINING		
	6.1	The Service Provider shall provide comprehensive training courses on the proposed solution.	Required	
	6.2	The Service Provider must clearly outline the layout of the recommended training.	Required	
	6.3	The Service Provider will also be required to provide training to City Power technical resources on the solution when enhanced features and functionality becomes available as the solution is upgraded.	Required	

Note: Ticks, Cross [√, X], Astrick [*], Word [Noted] or TBA ["To Be Advice"] will not be accepted

Tender Number: _____

Tenderer's Authorised Signatory: _____

Name in block letters

Signature

Full name of company: _____

