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

Description of Request	ARIS Subscriptions and Professional Services for a period of 5 years

1. Background

Eskom is using ARIS as a design and modelling tool for optimising business processes and implementing application systems. The tool is used to map and manage process definitions; Enterprise Architecture landscapes; capability and application roadmaps; product standards lifecycle management; integration and system dependencies; organisational design; and KPI and measure definitions.

2. Scope of work

2.1. ARIS License Subscriptions

- Subscriptions for a period of five (5) years
  - o Provide software patches to address any vulnerabilities that may arise while using the application.
  - o Ensure the most cost-effective usage of license types for use by Eskom from the vendor on User Named licenses or Concurrent User licences.
  - o Avail new version of the software when available.
  - o Provide bug fixes as and when the occur.
  - o Having the option to exclude **ARIS Enterpr. - Ext: Rollout add-ons** license option from the bundle.
  - o o Below licenses are an estimate of the numbers required by Eskom to ensure ARIS application is fully supported

New Eskom Licenses	Price Model	Licenses
ARIS Enterpr. - Server	**Tenant**	**1**
ARIS Connect Server	Tenant	1
ARIS Connect Server Alfabet Interoperab.	Concurrent User cumulative	1000
ARIS Connect Server EP Aware Base	Tenant	5
ARIS Enterpr. - Admin	**Named User cumulative**	**12**
ARIS Architect	Named User cumulative	12
ARIS Architect EP Access	Named User cumulative	12
ARIS Architect EP Business Strategy	Named User cumulative	12
ARIS Architect EP EAM	Named User cumulative	12
ARIS Architect EP webM Integration	Named User cumulative	12
ARIS Architect EP Test Designer	Named User cumulative	12
ARIS Connect Designer EP Aware User	Named User cumulative	12
ARIS Connect Designer	Named User cumulative	12
ARIS Risk CM Contribute User	Named User cumulative	12

New Eskom Licenses	Price Model	Licenses
ARIS Enterpr. - Ext: SAP Solution	Tenant	**1**
ARIS Architect EP for SAP Solutions	Named User cumulative	999
ARIS Architect EP Test Designer	Named User cumulative	999
ARIS Connect Server EP for SAP EnableNow	Concurrent User cumulative	16
ARIS Connect Designer EP for SAP Solut.	Named User cumulative	16
ARIS Enterpr. - Ext: Simulation	Named User cumulative	**6**
ARIS Architect EP Simulation	Named User cumulative	6
ARIS Enterpr. - Designer	**Named User cumulative**	**425**
ARIS Designer	Named User cumulative	425
ARIS Designer EP Business Strategy	Named User cumulative	425
ARIS Designer EP EAM	Named User cumulative	425
ARIS Designer EP Test Designer	Named User cumulative	425
ARIS Connect Designer	**Named User cumulative**	**425**
ARIS Connect Designer EP Aware User	Named User cumulative	425
ARIS Architect EP for SAP Solutions	Named User cumulative	999
ARIS Risk CM Contribute User	Named User cumulative	425
ARIS Enterpr. - Viewer Pack	**Concurrent User**	**25**
ARIS Connect Viewer	Concurrent User	250
ARIS Risk CM Contribute User	Concurrent User	250
ARIS Enterpr. - Viewer PRO Pack	**Named User cumulative**	**5**
ARIS Connect Viewer EP Aware User	Named User cumulative	50
ARIS Connect Viewer	Named User cumulative	50
ARIS Connect Viewer EP Contribution	Named User cumulative	50
ARIS Risk CM Contribute User	Named User cumulative	50
ARIS Enterpr. - Ext: Rollout add-ons	**Named User cumulative**	**1282**
ARIS Risk and Compliance Manager	Each	1
ARIS Risk CM Administration	Each	1
ARIS Confirmation Management Comp.	Each	1
ARIS Risk CM Admin. Operate User	Named User cumulative	1

2.2. Professional Services

Provide resources to be used on an **as-and-when required** basis for development of new functionality and knowledge transfer 2 650 hours required over the period of five (5) years.

Activities include:

o   Scripting of the required automate Enterprise Architecture processes
o   Scripting for the Heat maps
o   Reporting on dashboards and integration to power BI
o   Alignment of Meta model to TOGAF

o   Process improvement capabilities

2.3. Training/Transfer of skills.

Should the supplier provide new versions of the software, Eskom expects the release notes to be made available through a software portal which details the changes the new software will introduce to the system. If Eskom commissions any new work that requires development, knowledge transfer / training will be required from the vendor to Eskom support staff.

2.4. Cloud Solution

ARIS is a unique and internationally renowned method for optimizing business processes and implementing application systems.

ARIS Repository accepts the modelled information and makes it available immediately to all authorized users. Many users can access the data of relevance to them simultaneously, edit it and reuse it.

Functionality:

o   maintain the contents of ARIS databases (Explorer),
o   edit graphic models (Designer),
o   display the relationships between objects in a table (Matrix Editor).
o   administration functions, such as user management, configuration, or script generation (Business Architect),
o   analyze the dynamic flow of business processes (ARIS Simulation),
o   working off-line using a local repository (ARIS Architect).

Data Classification - ARIS:

Data Confidentiality	Controlled Disclosure	Information is readily available to Eskom employees (internal use). Information may also be accessed by or disclosed to third parties with specific authorisation or consent (either enforced by law, or discretionary).
Data Integrity	High	The loss of integrity of information will have a catastrophic impact on Eskom i.e. primary functions cannot continue, major financial loss is experienced, public confidence may be destroyed/ severely reduced, major reputational damage is caused
Data Availability	High	The loss of availability of information will have a catastrophic impact on Eskom i.e. primary functions cannot continue, major financial loss is experienced, major damage to Eskom's assets may occur

3. Service Level Agreement requirements

Standard support level is required

System classification	Priority	Mean time to respond (mins)	Mean time to resolve (Hrs)	Target (%)
Business Critical	P1	15	4	100
Business Critical	P2	30	6	99
Business Critical	P3	45	8	99
Business Critical	P4	45	16	99

Escalation procedure within the prescribed support period

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

Priority classification

Priority	Description
P1	Critical
P2	Important
P3	Normal
P4	Low

4. Approvals:

Requestor:	Name:	Johan Scholtz
	Designation:	Manager Information Systems Support
	Date:	25 October 2023
	Signature:	
Senior Manager:	Name:	Varsha Pillay
	Designation:	Senior Manager – Application Operations
	Date:	26th October 2023
	Signature:	