

## **Request for Information (RFI) – Unified Digital Platform**

### **1. Introduction**

Eskom Distribution (EDx Edge) invites vendors to submit information on digital platforms capable of supporting modern utility and retail energy operations. This RFI is not a tender and does not constitute a commitment to procure any solution.

### **RFI Returnables and Validation Approach**

This section outlines the information and documentation respondents are required and encouraged to submit as part of the RFI. The objective is to support Eskom's market assessment and enable fair shortlisting while maintaining the informational nature of the RFI.

#### **1. Required Returnables (For RFI Completeness)**

1. 1.1 Completed RFI Questionnaire (including brief narrative descriptions where capabilities are indicated)
2. 1.2 High-Level Solution Overview (5–10 pages)
3. 1.3 Architecture Overview (including deployment model and data approach)
4. 1.4 Reference Deployment Summary (lightweight table of major implementations)
5. 1.5 AI & Automation Snapshot (if applicable)
6. 1.6 Security & Compliance Summary
7. 1.7 Commercial Model Overview (high-level, indicative)

#### **2. Supporting Information**

- Product brochures and datasheets
- Screenshots or workflow examples
- High-level product roadmap
- Release history snapshot
- Demo videos or walkthroughs
- Additional case studies or references

#### **3. Validation of Information Provided**

Tick-box responses alone will not be considered sufficient for key capability areas. Respondents are requested to include brief descriptions within the questionnaire and supporting documentation through the required returnables. This approach enables Eskom to validate platform maturity, scalability, and delivery experience without imposing full RFP-level compliance requirements.

#### 4. Shortlisting Approach

Eskom intends to use the information obtained from this RFI to assess market capability and maturity and may shortlist a number of respondents to participate in a subsequent competitive procurement process. Shortlisting is expected to consider demonstrated platform maturity, scalability, capability alignment, implementation experience, and indicative commercial approach.

#### • 4. RFI Questionnaire

##### SECTION 1 — ORGANISATIONAL INFORMATION

###### Company name

Country(ies) of operation

Years operating in utility/retail energy technology

Overview of your platform portfolio (tick all that apply):

- CIS
- Billing
- MDM
- CRM
- Customer engagement
- DER management
- VPP orchestration
- AI/automation tools
- Field service/workforce management
- Other (please specify): \_\_\_\_\_

**SECTION 2 — PLATFORM ARCHITECTURE**

## 2.1 Platform structure (select all that apply):

- Single unified platform (all modules share a single data model)
- Integrated suite (multiple modules integrated through APIs)
- Modular platform (modules can be deployed independently)
- Cloud-native SaaS
- Hosted/private cloud
- On-premise
- Hybrid deployment model

## 2.2 Data model

- Single data model for all modules
- Multiple data models with synchronization
- Event-driven architecture
- API-first design
- Other: \_\_\_\_\_

## 2.3 Scalability — maximum proven accounts supported

(Please select the closest tier based on real production deployment)

- < 500,000 accounts
- 500,000 – 1 million
- 1 – 5 million
- 5 – 10 million
- 10 – 25 million
- 25 – 50 million

> 50 million

Please describe reference implementation: \_\_\_\_\_

### **SECTION 3 — FUNCTIONAL CAPABILITIES**

#### 3.1 Metering-to-Cash

Tick all that your solution currently supports in production:

Billing capabilities:

Time-of-Use tariffs

Dynamic pricing

Multi-rate tariffs

Net metering

Consolidated billing

Prepaid/postpaid

Debt management

Regulatory reporting

Meter Data Management:

High-volume ingestion

Validation & estimation

Near-real-time processing

Interval data (15m / 30m / 60m)

Event management

#### 3.2 Customer Management

360° customer profile

- Interaction history
- Case/issue management
- Omnichannel communications
- Self-service portal/mobile app
- Segmentation & targeting
- Customer analytics

### 3.3 DER / FLEXIBILITY / VPP

Indicate which capabilities your platform supports:

- DER monitoring only
- DER control (device-level)
- Device aggregation
- Flexibility event management
- VPP orchestration
- Market participation & settlement
- Integration with third-party DER/VPP tools
- Native DER/VPP engine

Devices supported:

- EV chargers
- Solar PV
- Batteries
- Smart thermostats
- Commercial/industrial DER

Other: \_\_\_\_\_

#### **SECTION 4 — AI, AUTOMATION & ANALYTICS**

4.1 AI capabilities in production (tick all that apply):

- Chatbots & virtual agents
- Agent assist tools
- Automated outbound communications
- Predictive analytics (churn, collections, load, etc.)
- Next-best-action engines
- Document processing
- AI-based anomaly detection
- No AI capability currently

4.2 Maturity indicators (select all that apply):

- AI deployed in production
- Human-in-the-loop workflows
- Explainability/governance features
- Metrics available (please attach)

#### **SECTION 5 — OPERATING MODEL & IMPLEMENTATION SUPPORT**

5.1 Transformation support provided:

- Operating model frameworks
- Business process playbooks
- Training programs
- Change management support

- Implementation methodology
- None

## **SECTION 6 — DELIVERY & RELEASE MANAGEMENT**

### 6.1 Release cadence:

- Weekly or continuous deployment
- Monthly
- Quarterly
- Semi-annual
- Annual

### 6.2 Upgrade model:

- Automatic upgrades
- Optional upgrades
- Customer-scheduled upgrades

## **SECTION 7 — SECURITY, COMPLIANCE & RESILIENCE**

### 7.1 Certifications held:

- ISO 27001
- SOC 2 Type I
- SOC 2 Type II
- GDPR compliance
- Local data residency compliance
- Other: \_\_\_\_\_

### 7.2 Availability and resilience:

Guaranteed availability:

- < 99.5%
- 99.5–99.9%
- 99.9–99.95%
- > 99.95%

Disaster Recovery (RTO/RPO): \_\_\_\_\_

Multi-region support:

- Yes
- No

## **SECTION 8 — PRICING & COMMERCIAL MODEL (INFORMATIONAL ONLY)**

8.1 Pricing model (tick all that apply):

- Subscription (SaaS)
- Per-account pricing
- Usage-based pricing
- One-time license
- Managed services
- Other: \_\_\_\_\_

8.2 Illustrative TCO examples available?

- Yes
- No

(Please do not provide pricing unless you choose to.)

## SECTION 9 — REFERENCES & CASE STUDIES

9.1 Please indicate reference customer types supported:

- Utilities
- Retail energy suppliers
- Water utilities
- Municipalities
- Large enterprises

9.2 Largest migration completed:

- < 500k
- 500k-1M
- 1-5M
- 5-10M
- 10-25M
- >25M

## SECTION 10 — ADDITIONAL INFORMATION

Space for vendors to attach optional documents:

Product datasheets

Architecture diagrams

Security certifications

**Customer references**

### 5. Limited Bidding Notice

Eskom reserves the right to use the information obtained from this RFI to identify suppliers to participate in a subsequent competitive procurement process. Shortlisting will be based on solution maturity, scalability, capability alignment, implementation experience, and indicative cost. Participation in this RFI does not guarantee inclusion in the next stage.

#### A. Licensing / Subscription Costs

*(Tick all applicable pricing models and populate where relevant)*

Pricing Model	Tick	Description	Indicative Cost (per month / per year)
Per-account subscription	<input type="checkbox"/>	e.g., per active customer	_____
Per-meter / per-device	<input type="checkbox"/>	AMI, DER or IoT devices	_____
Per-module licensing	<input type="checkbox"/>	CIS, Billing, MDM, CRM, etc.	_____
Usage-based	<input type="checkbox"/>	e.g., transactions, API calls	_____
Flat enterprise subscription	<input type="checkbox"/>	Single fee	_____
Other	<input type="checkbox"/>	Please specify	_____

#### B. Implementation Costs (indicative)

*(Non-binding high-level estimates, based on your standard delivery model)*

Cost Component	Tick	Description	Indicative Cost
Implementation / deployment	<input type="checkbox"/>	Core platform setup	_____

Data migration	<input type="checkbox"/>	Based on complexity tiers	_____
Integration	<input type="checkbox"/>	ERP, AMI, payment gateways, DER, etc.	_____
Testing & go-live	<input type="checkbox"/>	UAT, cutover, stabilization	_____
Training	<input type="checkbox"/>	End-user & admin	_____
Change management	<input type="checkbox"/>	Optional	_____
Other (specify)	<input type="checkbox"/>		_____

**C. Support & Managed Services (optional)**

Service Tier	Tick	Description	Indicative Cost
Basic support	<input type="checkbox"/>	Business hours	_____
Enhanced support	<input type="checkbox"/>	24/7	_____
Managed service	<input type="checkbox"/>	Ongoing operations	_____
Additional services	<input type="checkbox"/>	Specify	_____

**D. Illustrative Total Cost of Ownership (TCO)**

*(Optional: Vendors may provide TCO estimates for any of the tiers below)*

Please provide **illustrative** 5-year TCO estimates for the following notional customer tiers:

Customer Tier	TCO Provided?	5-year TCO (Indicative Only)
Up to 1 million	<input type="checkbox"/> Yes / <input type="checkbox"/> No	_____
1 – 5 million	<input type="checkbox"/> Yes / <input type="checkbox"/> No	_____
5 – 10 million	<input type="checkbox"/> Yes / <input type="checkbox"/> No	_____

10 - 25 million

 Yes /  No

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