

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

Description of Request	Open tender for obtaining a reseller for the provision of subscription licences for Think Cell productivity software.
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1. High level background

Eskom Holding uses the Think Cell Microsoft PowerPoint and Microsoft Excel Add-on software. The Add-on is used across multiple divisions and departments within Eskom. Eskom currently uses 200 Think Cell subscription licenses. For this open tender, Eskom is requesting an additional 100 licenses from the market. This takes the total of licenses being requested to 300.

Think Cell software is an Add-On for Microsoft PowerPoint and Microsoft Excel. Add-Ons supplement the capability of a software tool; by adding non-standard functions. Add-Ons are software extensions or enhancements that add new features or functionality to an existing software program or application. It is designed to enhance the standard software's capabilities and provide additional tools or options for the user.

In the case of Think Cell, this means that Eskom users can execute functions in PowerPoint and Excel that are not available on a standard PowerPoint and Excel software package. Think Cell thus allows Eskom users the ability to execute complex functions, that otherwise would not be available to them.

In Eskom, this is mainly useful in creating reports and presentations. Eskom is used to reporting in a predefined manner. Think Cell is useful in illustrating complex analysis, that is otherwise difficult to communicate. It aids in improving employee efficiency in creating reports and presentations. It provides the ability to review and modify graphs instantaneously between different users.

The reports and presentations are created for stakeholders such as the following: Eskom Board, NERSA, Parliamentary communication, various senior committees and stakeholders from New Build, Board, Executive Committee (EXCO), and Department of Public Enterprises (DPE) to Department of Mineral Resources (DMR), National Energy Regulator of South Africa (NERSA), and Multi-Year Price Determination (MYPD) among others.

2. Scope of work/Business requirements

2.1. Provide detailed description and volumes of the product/service requested:

- The business currently requires 200 Think Cell subscription licences for the first year of the contract.
- Due to a gradual and continuous increase in the number of licences requested from the business, provision must be made in the contract for an additional 100 subscription licences to be purchased as and when required.

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- Any new Think Cell version updates during the duration of the contract should be timeously provided to Eskom, together with the PC specifications required for every new version.

2.2. Training/Transfer of skills:

Included as part of the subscription users must have access to on-line training material in the form of self-help documentation or step-by step video tutorials.

3. Service Level Agreement requirements

- Subscription licenses must be made available to the employer no later those 30 days after a valid purchase order is provided.
- Users must have access to the subscription licenses throughout the contract period.
- Should the license key(s) provided to Eskom by the vendor not work, the vendor has to respond within 3 working days of being informed with a working license key(s).

4. Approvals:

End user / requestor:	Name:	Spha Ntombela
	Designation:	Snr Advisor Infrastructure Operations
	Date:	26 February 2024
	Signature:	
Senior Manager:	Name:	Tebogo Makhwelo
	Designation:	Senior Manager Infrastructure Operations
	Date:	27/02/2024
	Signature:	