	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
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		Effective Date	01 August 2016		
		Review Date	September 2022		
		RFI No.	MWP1588CX		

PART A REQUEST FOR THE REQUEST FOR INFORMATION(RFI) MWP1588CX			
Description of the works/goods/services	Procurement of Mobile Workforce Management replacement and Work Management Platform.		
Deadline for submission	19 October 2022	At (South African Standard Time)	10:00
Tender Office Address	Eskom Megawatt Park Retail Centre Megawatt Park 1 Maxwell Drive Sunninghill		

Eskom Holdings SOC Ltd ("Eskom") invites you to submit an:

Request for information (RFI) for the services as stated in the table below. This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform and assist Eskom's further deliberation and development of a strategy on companies experienced in Procurement of Mobile Workforce Management Replacement and Work Management Platform.

This RFI is to gather information regarding the different suppliers that are in the Market for Procurement of a Mobile Workforce Management replacement and Work Management Platform.


Respondents are to provide all proof of experience and relevant information especially around functionality, indicative pricing and requirements in response to the questionnaire below.

This RFI will be followed by an invitation to Tender or Request for proposal limited to the respondents of this RFI unless otherwise approved in the strategy.

Eskom has delegated the responsibility for this **RFI** to the signatory of this document, whose details can be found below.

We look forward to receipt of your response.


Yours faithfully

Name	Designation	Signature	Date
Nothukela Sereo	Procurement Manager		14 Sep 2022
Telephone number		Fax and/or e-mail address	

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PART B
RESPONSE SHEET IN TERMS OF A REQUEST FOR A REQUEST FOR INFORMATION
To be completed by the supplier

To	Eskom Holdings SOC Ltd	Date	
Attention	Wendy Molele		
Tel no	011 800 4824	Fax no and /or e-mail address	molelew@eskom.co.za
From		Address	
Address			
Sender			
Description of the works/goods/services	<p>Mobile Workforce Management (MWM) will provide a fully integrated, real-time solution to connect resources with the task information and resources they require in the field. It will also provide the resources with a detailed street-level mapping and routing, automate processes to increase efficiency, boost resource productivity, speed up problem resolution and more importantly help ensure effective communications in emergency situations. A highly productive Mobile Workforce can ensure that the organization delivers continuous service and meet customer service standards. When outages occur, speed of response and public safety are paramount.</p> <p>Eskom has around 5500 FO's that are primarily responsible for maintaining an ageing Eskom Dx network and its assets. The mobile computing solution allows resources with mobile devices to receive and interact with planned and unplanned work orders (WOs). The devices also provide Global Positioning System (GPS) coordinates and navigation that is based on Eskom's Geographic Information System (GIS) information and also allows resources to update statuses of the WO they are attending to in a real time base. This application is currently operational in all the Dx Operating Units (OUs) in wires business and want to extent to retail part of Dx business.</p>		

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Please find below our response to Eskom's questions:

No.	Question	Please indicate your response in this column
1.	<i>Your contact name and contact details</i>	
2.	<i>Company registration number</i>	
3.	<i>Central Supplier Database number</i>	
4.	<i>Your BBBEE Level (Kindly provide us with your latest BBBEE certificate)</i>	

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RFI Questions below, which includes the General questionnaire, Technical Schedules, Indicative Pricing, and Questions to be completed - see Annexure A for a detailed Questionnaire.

No	RFI Additional Questions	Suppliers Response	Supporting Reference
	Functional		
1	How long will it take to implement the solution.		
2	Provide estimated time		
3	Provide high level plans		
4	Provide high level costing of the solution		
	Architecture		
1	Please advise of the best option to consider regarding the cloud service model (e.g., IaaS, PaaS, SaaS, Hybrid ect) and deployment model (i.e., Private, Public or Hybrid cloud) of your solution		
2	Describe the solution's detailed logical architecture with special reference to Tiering, Interfacing, and Data management		
3	Describe the Solution's Detailed Architecture for Reporting, Analytics, BI, Virtual Assistants, Artificial Intelligence, etc		
4	Describe the Solution's Detailed Architecture for Mobile Apps and Web Clients		
5	What databases and versions are supported by the solution?		
6	Discuss the configuration considerations and server deployments that you recommend to ensure high availability. Show how you would eliminate single points of failure.		
7	Does the Cloud Service (availability, latency, performance, integration) support real-time, semi-real-time or delayed interactive data exchange?		
8	Describe the scalability options for your solution/s.		
	Information Security		
1	Access Control and User Account Management Is your Proposed Solution comply and Compatible with Microsoft Active Directory and or Azure Active Directory		

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2	Information Security Threat Management Considering that Eskom GIT deployed Trend Micro as a Security tool to address: 1. Malware 2. Cyber Attack 3. Anti-Virus Please advise to what extend is your Solution Compatible		
3	User and System to System Authentication What Authentication Tools or Model will be deployed as part of the proposed solution, this should include compatibility with Java Authentication and Authorisation Service (JAAS), LDAP, OASIS SAML v2.0, Open SSO TLS and WSS		
4	Segregation of Duties Does the Proposed Solution allow for the defining of Roles and Profiles		
5	Monitoring and Reporting Does the proposed solution provide Audit trail in terms of: Logs that support recording user activities System faults, exceptions, and Information security events that are kept for an agreed period to assist in future investigations and access control monitoring.		
6	E2E Encryption Encryption of Data in transit and in Rest Does your Proposed Solution comply and is compatible with the latest TLS and Cypher Standards to protect and encrypt data?		
7	Network Security and 3rd Party Access How would the proposed solution protect Data and Facilitate 3rd Party Access, please specify the tools if any		
	Integration		
1	Briefly describe the Solution's Detailed Integration mechanisms to each of the following Type of Solutions: CRM, ERP, OMS, GIS, Document Management system and third party systems		

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2	Describe your product's integration architecture? Make special reference of using: <ul style="list-style-type: none"> • Direct embedded interfacing • MicroServices • Collaboration Technologies • API architecture (using interfaces with pre-identified Products) Provide details as to how open and flexible it is in order to facilitate inbound and outbound communication of data with other systems. Please provide Architecture Models and Patterns applied to modernise your Solution's Integration / Interfacing Architecture. Please provide detailed references and description of your Solution's Integration Mechanisms.		
2	Provide proof that you have implemented a solution where the following items were delivered: analysis, design, develop, test and deploy integration solutions. Provide references		
	Core Infrastructure		
1	Server Deployment Model Please advise if the Proposed Solution is compatible with the below Technologies: 1. OS - Supported Versions of SUSE Linux, RedHat and Windows Server 2016 2. Supported Virtualisation Tools - VMware, Hyper V, OVM 3. Ability to cater for High Availability Configuration		
2	Database Management Systems Is the RDBMS with the Proposed Solution capable of the below features: 1. DB Data Integrity Assurance 2. Real Time Application Clustering (Active-Active) 3. Asynchronous/Synchronous DB Sync The built-in features of the underlying DBMS software must be used to provide relational and transactional data integrity (e.g. key constraints, value constraints, database triggers). Please state the DBMS supported 4. Capability to ship transaction log to defined DR Site		
3	Scalability Please advise how scalable is the proposed solution in terms of deployment methodology		

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4	High Availability Configuration Is the Solution Configurable for HA, with a Business Requirement of 98% uptime High Availability Design – Hot Standby. The PED Automation must be almost 100% available to receive live delivery reads, deal with logistics events and alarms etc. It is therefore important for the Deployment to be in line with these levels of availability. Please describe and provide the proposed High Availability Deployment Design		
5	End Point Devices If this Solution is to be deployed to the End Point Devices (i.e., Laptops, Mobile Devices and Desktops), please advise if the Solution is compatible with the below Technologies: 1. Windows 8 and above 2. Thin Client Technology 3. Remote Distributable Software 4. Internet Browser(s)		
	Business Continuity and DR		
1	Disaster Recovery (DR) Does the Proposed Solution Cater for Cold, Warm or Hot Standby		
2	Backup and Restore Backup Tools currently supported by Eskom Commvault 8 and above Veritas Netbackup 7.7.5 and above IBM Spectrum Protect		

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SECTION C

1. INTRODUCTION

Eskom Holdings SOC Limited ("Eskom") – For Procurement of Mobile Workforce Management Replacement and Work Management Platform.

2. BACKGROUND

2.1 OBJECTIVE

Eskom intends to use the information provided as a means of providing the following:

- 2.1.1 To identifying appropriate suppliers who can respond to an RFP should Eskom send out an RFP at a later stage.
- 2.1.2 To gather information on the suppliers available in the market.

3 SUBMISSION GUIDELINES

To ensure the receipt of communication with regard to this request for information process, kindly complete Appendix A – Acknowledgement Form and return it by email as indicated on the **form within 5 days** of receiving this Invitation.

4 METHOD OF DELIVERY

The RFI submissions must be sealed and delivered at the Tender Office Box located at the following address:


Eskom Holdings SOC Limited
Tender Office
Megawatt Park (Retail Centre)
1 Maxwell Drive
Sunninghill

All submissions responses must be clearly marked as follows:

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- **Offer Confidential Enquiry Reference no:** MWP1588CX
- **Request for Information:** For Procurement of Mobile Workforce Management Replacement and Work Management Platform
- **Closing date:** 19 October 2022
- **Closing time:** 10h00

NB: PLEASE NOTE: THE TENDER BOX WILL ONLY BE AVAILABLE FROM 6:00 TO 18:00 (MONDAY TO FRIDAY)

5 HANDLING OF CORRESPONDENCE AND DOCUMENTS

The submission may not be addressed to any Eskom Holdings employee, nor may any Eskom employee deposit a tender in the tender box on behalf of a respondent, except one lodged by courier.

Eskom Holdings does not take responsibility for tenders delivered to any other site than the Tender Office as specified in the above. Any tender which is not delivered as above will be deemed a late tender.

Your RFI submission should have a thorough index and reference all documentation submitted. RFI documentation should be neatly filed / bound.

6 QUERIES AND QUESTIONS

No questions, during the RFI period will be answered telephonically. Questions must be submitted in writing, either via e-mail to:

Attention: Wendy Molele
E-mail: molelew@eskom.co.za


SUBJECT LINE: REQUEST FOR INFORMATION FOR PROCUREMENT MOBILE WORKFORCE MANEGEMENT REPLACEMENT AND WORK MANAGEMENT PLATFORM.

The closing time for clarification of questions and queries is 5 working days before the deadline of the submission.

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7 REQUIREMENTS OF YOUR SUBMISSION

This submission will not be considered unless it is -

- Received on or before the time and date as indicated;
- Sealed and signed by person(s) duly authorised to act on behalf of your company;
- Received in full;
- Eskom Holdings reserves the right to cancel this enquiry process at any time prior to entering into any contract that may result from this process and will not accept or incur any liability for such cancellation;
- Eskom is not bound to accept any of the submissions, nor give reasons for any decisions in this respect;
- The Information provided below may be used when going out on enquiry for a request for proposal or a quotation.

8 FORMAT OF SUBMISSION

EACH RFI SHALL BE SUPPLIED IN PRINTED AND IN ELECTRONIC FORMAT. ALL PRINTED AND ELECTRONIC COPIES OF EACH SUBMISSION SHALL BE IDENTICAL TO THE ORIGINAL SUBMISSION IDENTIFIED AS FOLLOWS:

- 1 X ORIGINAL RFI
- 1 X COPY RFI AND
- 1 X COPY RFI – ELECTRONIC COPY


9 IMPORTANT NOTES

- 9.1 Please note that this enquiry is not a Request for Quotation/Proposal but a Request for information only and therefore non-committal and does not constitute a guarantee of business, or an agreement to negotiate a binding agreement.
- 9.2 This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform and assist Eskom's further decisions. No respondent, through submission of information will gain any right to participate in any future process, and participates herein on the basis that it is providing information voluntarily to strengthen a potentially beneficial process for all stakeholders. In addition, no participant shall be prevented or excluded from participation in the bidding process due to submission of information in response to this RFI.

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- 9.3 Any information provided pursuant to this RFI process and any subsequent processes and/or engagement is not confidential but Eskom will use the information only in the course of its process Eskom for the Procurement of a Primary Water Information Management System to Eskom Holdings SOC Limited.
- 9.4 Through making a submission, a respondent accepts the terms and conditions which govern this process.
- 9.5 All participants responding to this RFI process need to ensure that they have received all information and remain solely responsible for satisfying themselves as to the information required in responding hereto and are fully responsible for all costs incurred in relation hereto and under no circumstances will any resultant cost be borne by Eskom.
- 9.6 Eskom reserves the right not to proceed with any further engagements on the requirements presented.
- 9.7 Eskom reserves the right not to proceed with any further engagements on the requirements presented.
- 9.8 Please complete the attached Acknowledgement Form and return it by email as indicated on the form within 3 days of receiving this Invitation.

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APPENDIX A: RETURNABLE ACKNOWLEDGEMENT FORM

TO:	ESKOM HOLDINGS SOC LIMITED's <i>Representative</i>	FROM:	
Attention:	Wendy Molele	Sender:	
Contact No:	011 800 8424	Contact No:	
e-mail:	molelew@eskom.co.za	E-mail address:	

RFI Reference number:

CONFIRMATION OF RESPONDENTS TO PARTICIPATE IN A REQUEST FOR INFORMATION: PROCUREMENT OF MOBILE WORKFORCE MANEGEMENT REPLACEMENT AND WORK MANAGEMENT PLATFORM.

We are in receipt of Eskom Holdings SOC Limited request for information dated 14 September 2022.

We confirm the following (please mark the appropriate response):

No	Statement	Yes	No	Comments
1.	We are interested in submitting a response in terms of Eskom's RFI process requirements			
2.	We have noted the deadline for the RFI submission			
3.	We intend to submit the information in the name of the organisation stated above			
4.	We would like to receive all further information and correspondence at our e-mail address as above			
5.	We have read and understood all the "important notes" under point 9 above.			

Yours faithfully

For the respondent

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