	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	Open tender for a Maintenance and Support contract of the OpenText Identity and access Management Solution for a period of three (3) years.

1. High level background

Eskom has implemented and matured a Micro Focus Identity and Access Management (IAM) solution. The solution automates provisioning, de-provisioning and access review of enterprise user lifecycle management. The current contract for maintenance and support of the existing solution IAM solution will expire on 31 July 2026.

The current IAM solution applies complex business logic and rules which affect user management in various user authentications stores. The solution is event based and has the functionality for scheduled transactions and connections to connections to HR as well as various systems that are implemented in Eskom. It also provides authentication services to various enterprise applications.

Eskom requires software maintenance and support contract over three (3) years for the OpenText IAM components that are currently implemented in Eskom.

2. Scope of work/Business requirements

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

A. Maintenance and support of

Description	Quantity
Identity Management Administration per Managed Identity SW E-LTU (SP-AB562)	55 000
Business Support - SU-AA001	55 000
Identity Management Administration per 50,000 Limited Use Managed Identities SW E-LTU (SP-AB561)	1
Business Support - SU-AA001	1
Advanced Authentication Clients per Managed Identity SW E-LTU (SP-AB530)	40 000
Business Support - SU-AA001	40 000
Advanced Authentication per Managed Identity SW E-LTU (SP-AB531)	40 000
Business Support - SU-AA001	40 000

Identity & Access Management Base per Affiliated/Enterprise Entity SW E-LTU (SP-AB534)	1
Business Support - SU-AA001	1
Identity Administration Microsoft Enterprise Driver per Managed Identity SW E-LTU-Business Support (SP-AB550)	55 000
Business Support - SU-AA001	55 000

B. Premium support services (SU-AA054)

Premium support services to cater for high priority incident over three years and six months which includes the following:
- 24x7 technical supports
- Quick response times to Service Requests or incidents logged
- Service account manager
- Health checks
- Reporting

C. Professional services (as and when required)

Professional consulting service over three years. This includes OpenText products specialists that will assist Eskom with the following:
- Project management for major products upgrades
- Solution design
- Development, testing, configuration, documentation and implementation of enhancements of products that are currently deployed including associated interfaces to Eskom applications
- Two resources with an estimate of 1800 hours per year each.

NOTE: The contract may be terminated early (before last anniversary) should Eskom decide to pursue a different IAM strategy.

2.2. Training/Transfer of skills:

Not required

3. Service Level Agreement requirements

Provide a service level agreement that aligns with the Identity and Access Management SLA as per table below.

Benefits	Standard Maintenance	Priority Maintenance
Access	12x5	24x7
Technical Support	Unlimited	Unlimited
Response Times	Sev 1 = 2 hrs	Sev 1 = 1 hr
	Sev 2 = 4 hrs	Sev 2 = 2 hrs
	Sev 3 =Next bus day	Sev 3 = 4 hrs
	Sev 4 = Next bus day	Sev 4 = Next bus day

4. Approvals:

End user / requestor:	**Name:**	Ronald Netshishivhe
	Designation:	Chief Advisor: IT Security
	Date:	13 October 2025
	Signature:	
Senior Manager:	**Name:**	Sithembile Songo
	Designation:	Senior Manager: IT Security Services
	Date:	14-10-2025
	Signature:	