

	Tender Questions and Answers	Document Identifier	240-7124948	Rev	1
		Effective Date	01 April 2023		
		Review Date	April 2026		

To whom it may concern	Date	05 August 2024
	Enquiries	Naledi Lekoto
	E-mail address	lekotonk@eskom.co.za

Dear Sir/Madam

Request for Enquiry Number	MWP2571CX
Description / Project Title	Provision of an Artificial Intelligence (AI)-powered Unified Identity Protection Platform Managed Services for Subscription Licenses, Maintenance and Support for period of five (5) years
Tender Questions Closing Date	

Item	Questions	Answers	Clarity Published Dates
1.	<b>Comment:</b> Tenderers to refer to Schedule Q which has been posted on Eskom Tender Bulletin and National Treasury e-Tender portal. This must be completed and submitted at the tender closing date and time		26 June 2024
2.	<b>Note:</b> Tenderers to refer to <b>Annexure U – E-Tendering Help Manual for Supplier V1</b> which has been posted on Eskom Tender Bulletin and National Treasury e-Tender portal. This replaces <b>Annexure U – E-Tendering Help Manual for Supplier</b> that was initially posted		27 June 2024
3.	<b>Note:</b> Tenderers to refer to the following documents which have been posted on Eskom Tender Bulletin and National Treasury e-Tender portal Annexure V: Email Verification Guide V1 - video Annexure W: Etendering Dashboard V1 - video		03 July 2024

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	Annexure X: How to Create Submission V1 - video Annexure Y: How to Reset Password – E-Tendering Portal V1 - video Annexure Z: Registration Demo V1 - video		
4.	<p><b>Note:</b> Tenderers to refer to the following documents which have been posted on Eskom Tender Bulletin and National Treasury e-Tender portal. These documents must be completed and submitted with the tender at the tender closing date:</p> <ul style="list-style-type: none"> <li>• ESKOM CONSENT FORM 26042022</li> <li>• POPI Operator Agreement 26 April 2022</li> <li>• Transborder Transfer agreement 26April 2022</li> <li>• Transborder Transfer Decision Tree 26042022</li> </ul>		03 July 2024
5.	<p>Annexures, A,B,C,D,E G and H are not in your document packs. Can you please supply them?</p> <p>Does Eskom have a preference for which country Data can stored if outside of our borders?</p> <p>Section 2.6- m- Advanced MFA- Can some of the Utility standards Eskom is using be named/ shared?</p> <p>Section 2.6- t- Advanced MFA- Automated workflows need to be provided for MFA or Identity Management?</p> <p>Section 2.6- t- Advanced MFA- What helpdesk solution is in use?</p>	<p>Annexures, A,B,C,D,E G and H are part of the Invitation to Tender document and not attached separately.</p> <p>The approved regions are South Africa and European Union.</p> <p>NERC CIP, IEC 62443, ISO27001/17/18 and NIST.</p> <p>Both MFA and Identity Management.</p> <p>BCM Helix.</p>	04 July 2024
6.	We hereby request an extention to the above mentioned bid for PROVISION OF AN ARTIFICIAL INTELLIGENCE (AI)-POWERED UNIFIED IDENTITY PROTECTION PLATFORM MANAGED SERVICES FOR SUBSCRIPTION LICENSES, MAINTENANCE AND SUPPORT FOR A PERIOD OF FIVE YEARS	The tender has been extended to 07 August 2024 at 10h00.	08 July 2024

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	due to the extend to work needed to put a complete end to end solution		
7.	Does Eskom have a preference for which country Data can stored if outside of our borders?	The approved regions are South Africa (SA) and European Union (EU).	16 July 2024
	Section 2.6- m- Advanced MFA- Can some of the Utility standards Eskom is using be named/ shared?	NERC CIP, IEC 62443, ISO27001/17/18 and NIST	
	Section 2.6- t- Advanced MFA- Automated workflows need to be provided for MFA or Identity Management?	Both MFA and Identity Management	
	Section 2.6- t- Advanced MFA- What helpdesk solution is in use?	BCM Helix	
	Does the 40,000 user count include 3 <sup>rd</sup> party/non-employees? If not, could you please specify how many 3 <sup>rd</sup> party/non-employee users required for governance.	40,000 is our minimum base for users to guide on the estate size but the solution should scale up and down without costs implication. There are +/- 7000 contractor accounts.	
	For the current user base of 40,000 users, what license does Eskom have from Microsoft for Entra ID?	E5 License Agreement	
	What HR solution is currently in use at Eskom?	SAP Human Resources (HR)/SAP human capital management (HCM)	
	What are the current authentication directories used by Eskom?	eDirectory, Microsoft Active Directory (AD) and Microsoft Entra ID.	
	Is Eskom currently using the Microsoft Authenticator application for MFA?	Eskom is currently utilising both Microsoft Authenticator and NetIQ Authenticator application.	
	As part of the managed service how many applications per year would Eskom want to onboard to the platform?	Total of seventy (70) applications	
	Would it be possible use the existing LDAP directories that Eskom has or would the new solution need to replace the existing LDAP directories?	Flexible for both options	
	How does Eskom manage access for Third Party identities? Is there a requirement for an authoritative source of Third Party identities?	Third Party identities are managed in a similar manner as permanent employees.	
	For on prem applications that need to be integrated to the solution. Where are these applications located and would we be able to deploy	The on-prem applications are hosted and located in Eskom's data centres on the corporate local area	

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	an appliance to collect and provision access to these application on Eskom hardware infrastructure or would we need to cater for this hardware cost in our proposal?	network (LAN) or private network. It is possible to deploy an appliance to collect and provision access to on premise applications. Eskom can also provide virtual machines to cater for this purpose.	
	With regards to the technical evaluation criteria - Is there somewhere specific allocate for our technical responses? We do not see a dedicated column for this on the spreadsheet.	The technical evaluation criteria is for Eskom's internal use.	
	Annexure M Pricing - has a quantity of 1 under the "total estimated quantity" column - Can this figure be changed based on the users bening quoted for? ie the tender states 40,000 users	40,000 is our minimum base for users to guide on the estate size but the solution should scale up and down without costs implication. There are +/- 7000 3 <sup>rd</sup> party accounts in addition to the 40 000 permanent users.	
	Can you please provide us a list of the types of systems or technologies that require integration? IE. SQL Databases, Web Service systems, Cloud Service Providers AWS, GCP etc.	SQL Databases, Web Service systems, Cloud Service Providers AWS, GCP and Microsoft (MS) Azure, MS active directory (AD), MS Entra ID etc.	
	Considering you are requiring discovery of machine identities, non-human accounts, do you know how many machine identities and service/non-human accounts you have already that are known? The reason for this question is to understand the split for licensing requirements IE do they form part of the 40,000 identities.	Non-human accounts are not known at this stage.	
	Can you please specify the existing SIEM tools and IAM systems being used?	Product specific information is deemed critical. What can be shared is that Eskom has a fully established SIEM. The proposed solution should follow open architecture to be able to integrate with existing Eskom estate deployed capabilities including SIEM and IAM systems.	
	Is your OT environment disconnected (Airgap) or do you have a bandary/edge network in place?	Yes.	
	For the Cloud Providers, do you require any type of identity security for governance on these platforms? If yes, could you please provide the amount of identities for these platforms?Are these Cloud Provider platform federated at the moment or is this part of the project?	This is part of the project.	
	Can you please provide the list of unstructured data sources for integrations IE. OneDrive, Google Drive, Onprem File shares. Can	Microsoft data sources and open sources data sources.	

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	you also please give an indication on the amount of users that require governance for license purposes.		
	What ITSM tool is currently being used? Would this be changing during the duration of the project?	BCM Helix. Not expected to change.	
	Do you have any disconnected systems/applications that require governance and integration for manual ticketing?	No	
	A) Will the service provider be required to use Eskom's Service Desk? B) Can we setup OEM service desk to be accessible by all users and not necessarily integrate to Eskom Service Desk?	Yes, Eskom utilises BCM Helix.	
	It is not clear from section 2.7. whether Eskom requires managed services - thus 24hours live monitoring of the network services - such that errors are actively picked up?  Or is the intend of the support to be purely responsive to logged calls and incidences?	Eskom requires managed services which includes monitoring of the services and responding to logged incidents.	
	If the intend is to have managed services - Will the service provider be required to deliver the Managed Services locally using local resources or can then managed services be delivered by resources outside South Africa?	The service provider is required to deliver the Managed Services locally using local resources.	
	Will Eskom require dedicated Security Resources or can they form part of a shared team?	They will form part of a shared team.	
	Is the solution required to cater for accounts local to each device, i.e. not running within a user directory?	No.	
	<b>Page 3(2.5.j): "<u>Integrate with existing Identity and Access Management (IAM) systems for user authentication and authorization</u>".</b> Does ESKOM have any existing IAM technologies implemented? Please let us know the products implemented.	Product specific information is deemed confidential. What can be shared is that Eskom has existing IAM technologies that supports eDirectory, Microsoft Active Directory (AD) and Entra ID. The proposed solution should follow open architecture to be able to integrate with existing Eskom identity providers.	
	Are we expected to propose products for <b><u>Identity Governance Administration, Single Sign On</u></b> and <b><u>MFA</u></b> solutions?	Yes.	

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	Does ESKOM has any preferences for Saas based vs On-prem solutions?	The proposed solution must support both on-premise and cloud services.	
	<b>Page 7(SOW-2.7.d): "<u>24x7x365 expert level support with OEM</u>".</b> Would like to understand the requirement on why we need OEM Expert level support for 24*7*365. OEM provides support for platform availability and operational level critical issues. It will be on need basis with prior intimation to OEM Expert level. Please let us know your expectation on OEM Expert level support.	Eskom requires the service to be available 24*7*365. The service provider and the OEM must work together to provide expert level support on a 24*7*365 basis.	
	<b>Page 7(SOW-2.7.e): "<u>Full-service functionality, no limitations</u>".</b> Can you please give us more clarity and what is expected.	All services and functionality of the solution that are required in the scope of work must be provided without restrictions.	
	If ESKOM is going to implement the IAM tools, then any tentative timelines for integration project? And, by when we are expected to start/takeover Managed service?	Timelines and the project plan will be developed with the successful supplier.	
	<b>Page 3(2.5.c): "<u>Auto Discovery</u>".</b> Does Eskom has any <b><u>Privileged Access Management</u></b> (PAM) tools? Is ESKOM looking to implement one and supported as part of the engagement?	Yes, Eskom has a PAM solution. Privileged Access Management is not part of this engagement.	
	<b>Page 1(2.2.1): "<u>The managed services must cater for the Eskom hybrid (on-premises, hybrid, and multiple cloud) environments including the OT environments and must include software licenses, subscriptions, hardware...</u>".</b> - Please elaborate what type of Hardware are these?	The landscape provides an indication of the estate. The proposed solution must consider the software and hardware requirements to fulfil the required service.	
	Do you expect the solution to manage Identity Lifecycle for Non-Personal identities such as Service accounts? Please let us know the respective Use cases? Please let us know total count of Service accounts.	Yes. Service accounts will be monitored and reviewed regularly by the solution.	
	<b>Page 6(2.6.s): "<u>Agentless</u>".</b> Can you please elaborate on what do we mean with Agentless.	The agentless means "it must not be agent-based, or it must be without an agent".	
	<b>Page 7(2.8.b): "<u>This includes the products specialists that will assist Eskom with Project management, implementation, and enhancements to interfaces to Eskom applications</u>".</b> Please confirm if Eskom will be doing the installation & implementation and	The scope includes designing, installing, implementing, and testing.	

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	we are expected to design the solution and Assist ESKOM team for the implementation.		
	<b>Page 3(2.5.j): "<u>Integrate with existing Identity and Access Management (IAM) systems for user authentication and authorization</u>".</b> Does ESKOM have any existing IAM technologies implemented? Please let us know the products implemented.	Product specific information is deemed critical. What can be shared is that Eskom has existing IAM technologies that supports both eDirectory and Active Directory. The proposed solution should follow open architecture to be able to integrate with existing Eskom estate deployed capabilities.	
	Are we expected to propose products for <b><u>Identity Governance Administration, Single Sign On</u></b> and <b><u>MFA</u></b> solutions?	Yes	
	Does ESKOM has any preferences for Saas based vs On-prem solutions?	The proposed solution must support both SaaS/Cloud based and on-prep solutions.	
	<b>Page 7(SOW-2.7.d): "<u>24x7x365 expert level support with OEM</u>".</b> Would like to understand the requirement on why we need OEM Expert level support for 24*7*365. OEM provides support for platform availability and operational level critical issues. It will be on need basis with prior intimation to OEM Expert level. Please let us know your expectation on OEM Expert level support.	Eskom requires the service to be available 24*7*365. The service provider and the OEM must work together to provide expert level support on a 24*7*365 basis.	
	<b>Page 7(SOW-2.7.e): "<u>Full-service functionality, no limitations</u>".</b> Can you please give us more clarity and what is expected.	All services and functionality of the solution that are required in the scope of work must be provided without restrictions.	
	If ESKOM is going to implement the IAM tools, then any tentative timelines for integration project? And, by when we are expected to start/takeover Managed service?	Eskom has an existing IAM solution. Eskom will develop an implementation and integration plan with the successful supplier that will specify the timelines.	
8.	I wanted to touch base regarding the tender [ <b>Provision of an Artificial Intelligence (AI)-powered Unified Identity Protection Platform Managed Services for Subscription Licenses, Maintenance and Support for period of five (5) years</b> ] closing on August 7th. Since the tender date has been changed, I just wanted to	Kindly refer to all updates / amendments relating to the Invitation to tender which are posted on Eskom Tender Bulletin under Tender Clarifications folder and National Treasury (NT) e-Tender portal.  <b>Note:</b> Accept that if Eskom extends the deadline for tender submission for any reason, the requirements of these	16 July 2024

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	confirm whether we should proceed with using the old documents or if there are updated versions that we should be aware of	Standard Conditions of Tender apply equally to the extended deadline. Tenderers are required to visit the <i>Eskom Tender Bulletin</i> and NT e-Tender Portal regularly in the case of an open tender to ensure they are informed of any changes in either the <i>deadline for submission</i> or any other amendments relating to the Invitation to tender.	
9.	I have an additional question with regards to the MSP (Manage Service) model. Typically, with an MSP, the end customer, Eskom in this case does not own the software license. It is owned by the partner you contract with. Please can you confirm if Eskom want to own the license as the end user or if the contracting partner should own the license?	The successful service provider or contracting partner will own the licenses.	19 July 2024
	Given the importance to have AI powered Identity platform solution, does Eskom have any preference for a specific identity solution?	No, Eskom does not have a preference for a specific AI-powered unified identity protection platform.	
	Does 24x7x365 expert support only limited to OEM's technical support? OR does Eskom expect operations (Managed Services) vendor to provide 24x7 service window support?	Eskom expect operations (Managed Services) vendor to provide 24x7x365 service and have relevant contract or arrangement with the OEM to provide 24x7x365 support.	
	Is Eskom open to other options like 24x5 OR 16x5 service window support?	No, Eskom requires 24x7x365 days support.	
	Unified Directory: Is it referring to Active Directory OR any other similar directories? Should we consider the directories as part of the scope?	The requirement is for unified identity protection platform which should consider IAM, MS on-prem Active Directory (AD), cloud Entra ID and eDirectory.	
	ZTA : What is the current maturity of Zero Trust framework in the other IAM solutions in ESKOM?	Eskom's ZTA maturity level is deemed confidential information	
	IGA tool : Along with implementation, is App Onboarding also part of the scope? If So, then could you please confirm the total number of applications to be integrated? We note the 60 critical apps listed but could you indicate the full application landscape requiring onboarding over the 5 years, and an indication of the complexity of the application	Applications onboarding is part of the scope and a minimum of 60 critical applications is known at this stage. The list is not expected to significantly increase; however, complexity of applications will be determined with the successful service provider.	

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	landscape (e.g. 20% complex, 50% moderate complexity, 30% simple)		
	SSO/MFA tool : Along with implementation, is App Onboarding also part of the scope? If So, then could you please confirm the total number of applications to be integrated? We note the 60 critical apps listed but could you indicate the full application landscape requiring onboarding over the 5 years, and an indication of the complexity of the application landscape (e.g. 20% complex, 50% moderate complexity, 30% simple)	Application onboarding is part of the scope and a minimum of 60 critical applications is known at this stage. The list is not expected to significantly increase.	
	Is Telephonic support referring to having a dedicated support line of the team OR just availability of the team over phone?	Telephonic support refers to having a dedicated support line on a 24/7/365 days basis.	
	Are you expecting Managed Services Professional Services (Ad hoc support) team to be onshore (in ESKOM office)?	Managed Services Professional Services can be provided remotely. However, the support team must be available onsite when required. For example, when there is a priority incident which requires various support teams to form part of a war room onsite.	
	Does ESKOM have a existing DR strategy in-place for IAM solutions?	Yes	
	Which IT Service Management tool is being used by ESKOM - should we provide our own Ticketing solution or could we connect into Eskom's existing solution.	Eskom utilises BCM Helix as a IT Service Management tool and the tender is not required to provide another ticketing tool.	
	Which SIEM tool is currently being used and will be integrated with proposed IAM tools?	Product specific information is deemed confidential. Eskom has a fully established SIEM tools. The proposed solution should follow open architecture to be able to integrate with existing Eskom estate deployed capabilities including well known SIEM.	
	Do you expect Managed Services (Operations) team to perform Product Upgrade as well as part of the scope during the lifecycle of engagement?	Yes.	
	Some access management tools use machine learning mechanism to analyse data for authentication policies. Does ESKOM expect the tool offered to include OOB support of AI/ML features or does Eskom	Yes.	

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	expect a separate AI-powered solution for the requirement "AI-powered authentication policies"?		
	Does ESKOM have existing Reporting and dashboard tools that can be used for Analytics, insights ? Like PowerBI	Yes, Eskom has PowerBI.	
	What are the different Operating systems used by ESKOM users?	Microsoft Windows, Linux and Unix operating systems.	
	In case of Certificate Based password-less Authentication, does ESKOM have PKI systems in place?	Yes, Eskom has an on-prem PKI solution.	
	Does the Eskom critical infrastructure like SCADA & ICS support modern integration authentication patterns like SAML 2.0 , OIDC , Oauth 2.0	Some of the critical infrastructure supports modern authentication while others do not.	
	What is the total number of the Application stack in Eskom which is required to be protected by MFA solutions and what percentage of Applications support Modern Authentication protocols?	A minimum of 60 critical applications requires protection by MFA and most of them supports modern authentication.	
	How is Eskom currently storing the mappings of Single Identity with multiple Persona's?	LIMITED mappings of single identity are stored within the existing IAM solution.	
	Does ESKOM leverage multiple Persona's pertaining to a Single User?	Yes, there is limited leverage of multiple Persona's pertaining to a single user.	
	Does ESKOM have any SASE/SSE framework-based tool implemented?	No, Eskom is in a process of implementing SASE/SSE framework-based tool.	
	SaaS MFA solution shall require Agents to support On-prem integrations?	No.	
	Advanced Workflow: The platform must provide advanced and automated workflow, what are the use cases for Automated Workflows ?	Access request, reviews, recertification, and removal.	
	Can you share existing solutions in place for authentication, authorization , SSO and MFA ?	Product specific and name are deemed confidential, however, the proposed solution should be able to integrate with all identity providers (IdP's), SSO and MFA.	
	Is there a requirement for privileged access management?	No, Eskom has an existing PAM solution.	

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	Does ESKOM have a defined process for other lifecycle events - Leave of Absence, Return from Leave of Absence, Emergency Termination, Name Change, Contractor Suspension or Reinstate etc.	No.	
	What minimum number of service accounts are ESKOM wanting to protect (for the license per service account pricing)	The total number of service accounts is not known. Such information will be later shared with the successful service provider. The pricing should not be tied to the number of service accounts.	
	What is the minimum number (for quoting of licenses purposes) of resources requiring permissions management in Azure and Multi-cloud (and which multi-cloud solutions are ESKOM using?)	40,000 is our minimum base for users to guide on the estate size but the solution. There are +/- 7000 contractor accounts, however, the proposed solution must not only consider the user base, but it must also cover the servers, the proposed solution should scale up and down without costs implication.	
	Of your 40 000 users, How many are Privileged users, or How many privileged credentials are there in your environment?	40 000 users refer to a minimum of standard users. There are additional +/- 7000 3 <sup>rd</sup> party users.  Eskom has an existing PAM solution, and PAM is not in scope.	
	Does the number include third party users? Does that include contractors? Does that include machine (or non-human) identities? Please clarify number of machine identities? Please clarify number of service accounts?	40 000 users refer to a minimum of standard users. There are additional +/- 7000 3 <sup>rd</sup> party users. These numbers are not expected to significantly change.  The number of service accounts is not known at this stage.	
	Would there be a requirement to integrate into a PAM solution? If affirmative, what PAM solution is in use?	Yes, the proposed unified identity protection solution should be able to integrate with industry leading PAM solutions.	
	<b><u>Page 3(2.5.j): "Integrate with existing Identity and Access Management (IAM) systems for user authentication and authorization".</u></b> Does ESKOM have any existing IAM technologies implemented? Please let us know the products implemented.	Yes, however, product specific information is deemed confidential.	

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	Are we expected to propose products for <b><u>Identity Governance Administration, Single Sign On</u></b> and <b><u>MFA</u></b> solutions?	Yes, in line with the scope of work.	
	Does ESKOM has any preferences for Saas based vs On-prem solutions?	The proposed solution must cater for both cloud and on-prem.	
10.	Could you please let us know if the signed Annexure T should be submitted before or as part of the bid at the time of submission?	Annexure T must be submitted as part of the tender at the tender closing date.	24 July 2024
11.	SERVICE ACCOUNTS – Please advise how many service account Eskom would like to govern?	All service accounts will be governed. The total number of service accounts is not known. Such information will be determined with the successful service provider. The pricing should not be tied to the number of service accounts.	26 July 2024
	NON-HUMAN ACCOUNTS - Please advise how many Non-Human accounts Eskom would like to govern?	Non-human accounts are not known at this stage.	
	3rd PARTY/CONTRACTORS – Eskom has advised that there are approximately 7000 3rd party/contractor accounts. Please advise if these users will need to be connected to more than 5 applications?	Yes, some 3 <sup>rd</sup> party users will need to be connected to more than 5 applications.	
	Are your users in any Identity DB?	Yes.	
	For the technical demonstration, do you require a demonstration or POC in your Environment?	Only a demonstration, and no PoC.	
	What Microsoft licences is the company currently on, and are all users using the same type of MS licences?	E5 Licence	
	Please provide us the list of applications that are in scope for Identity and Access Management.	The list of applications is deemed confidential and will be shared with the successful service provider.	
	Page 5(2.5.aa) Continuity: Make provision for technology changes during contract termination. Can you please elaborate more on the ask and what is expected.	This means that when the contract reaches its end date and Eskom decide to move to a different solution, the service provider must work with Eskom and the new service provider to ensure a smooth transition.	
	Please elaborate what are the requirements and how is it handled today. And what technology are you using as of today.	The requirement is to acquire a service that provides unified identity platform. The platform must have automated and AI capabilities that offers a comprehensive view and identity management	

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		capabilities. Currently, there are multiple views and systems.	
	Please elaborate the requirements as the ask is very generic in terms of mitigating common cyber threats and attacks in both OT and IT.	The solution must be able to mitigate identity related threats in IT.	
	Are we expected to deliver the services locally with 100% local resources or can it be delivered by resources outside South Africa?	The service provider is expected to have local resources. However, offshore resources can also be included to support the local team.	
	Is the requirement related to Service account <b>identity Lifecycle Management</b> or is it related to continues monitoring of service accounts through SIEM technologies w.r.t how are they being used in applications/interfaces..etc..?	The requirement is for service account identity Lifecycle management which includes access review and monitoring of service accounts.	
	Please elaborate if the scoped applications are already integrated with existing SIEM for monitoring of applications and services or we expected to integrate with SIEM and monitor the applications/services?	Some applications are already integrated to Eskom SIEM solution. Integration of applications to the SIEM solution will be coordinated by the SIEM support team.	
	Please elaborate what kind of anomalies are we expected to monitor/alert using SIEM.	Service provider is expected to monitor react to anomalies that are related to identities.	
	Does Eskom already has a team monitoring the anomalies using SIEM?	Yes	
	Does Eskom already has any technologies for Mobiles Threat detection or Are we expected to propose a New solution altogether? Please elaborate the requirements.	Eskom already has technologies for Mobiles Threat detection.	
	How is Eskom currently managing the policy of BYOD? What technology is Eskom using as of today?	BYOD policy is not authorised yet at Eskom.	
	Does Eskom has any MDM technologies today? Such as Intune. If yes, then has it been integrated with Mobile Threat Detection?	Yes, Eskom has MDM, however, it is not integrated with Mobile Threat Detection.	

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	As OT is disconnected with Airgap, are we expected to place different solutions for IT and OT due to no connectivity? Please elaborate.	No	
	Based on scope we understand that only MFA integration is required for the OT environments. Are there any requirements from Identity Lifecycle management and Single Sign On perspective?	Yes	
	Are existing IAM & SIEM technologies already integrated with IT & OT environment?	IAM & SIEM are only integrated with IT environment. OT has its own solutions.	
	Please let us know if Eskom has any existing SSO solutions integrated with in scope applications? And what Technology/Tool is being used for SSO.	Product specific information is deemed confidential. What can be shared is that Eskom has a existing SSO solution. The proposed solution should follow open architecture to be able to integrate with existing Eskom estate deployed capabilities including well known Identity providers and SSO solutions.	
	We understand that this requirement is from MFA perspective. Could you please elaborate the requirement and use-cases for OT & IT environments.	MFA must be available for use in both IT and OT environment.	
	Do you require managed service in year one (solution implementation phase) as the data is not greyed out for managed service.	Yes.	
	Please elaborate the purpose of the professional services	Professional services are a provision that will be utilised for items that might be out of scope.	
	Approximately how many monthly incident tickets are generated by service area (Authentication/SSO and Identity Governance)?	More than 50.	
	Is there an appetite to have SaaS solution for OT and IT environment/Systems?	Yes for IT. However, not for OT.	

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	On what basis, given the illegality of the 2017 Regulations and the promulgation of the subsequent 2022 Regulations is Eskom still referencing the 2017 Regulations?	Tenderers are advised that the latest legislation at time of issue of tender applies. The latest PPR 2022 regulations apply.																												
	We seek clarity on the scoring mechanism to be applied. Will this be the 80/20 scoring mechanism or the 90/10 scoring mechanism? From the RFP it appears that the scoring mechanism will be decided depending on the value of the lowest acceptable tender received. However, page 8 of 48 of the Invitation to Tender only provides the scoring relevant to the 80/20 mechanism, as concerns the BBEE 20 points component. This seems to indicate that the selected scoring mechanism is the 80/20 scoring mechanism. Please clarify and update, as needed.	<p>The scoring mechanism will be decided depending on the value of the lowest acceptable tender received. Please refer to “Annexure P - SDL&amp;I Template for Bidders - Artificial Intelligence” and the correct table below:</p> <table><tr><th>B-BBEE Status Level of Contributor</th><th>Number of points (90/10 system)</th><th>Number of points (80/20 system)</th></tr><tr><td>1</td><td>10</td><td>20</td></tr><tr><td>2</td><td>9</td><td>18</td></tr><tr><td>3</td><td>6</td><td>14</td></tr><tr><td>4</td><td>5</td><td>12</td></tr><tr><td>5</td><td>4</td><td>8</td></tr><tr><td>6</td><td>3</td><td>6</td></tr><tr><td>7</td><td>2</td><td>4</td></tr><tr><td>8</td><td>1</td><td>2</td></tr></table>	B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)	1	10	20	2	9	18	3	6	14	4	5	12	5	4	8	6	3	6	7	2	4	8	1	2	
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		Non-compliant contributor	0	0	
12.	Please clarify the difference between Commercial and Finance, specifically indicating which documents should be uploaded under each section.	Commercial refers to Annexures A to T of the tender document, tax clearance certificate, tax evaluation questionnaire, compliance with employment equity act, NEC documentation, financial statements, SDL&I and specific goals. Finance refers to the Pricing Schedule.			01 August 2024
13.	<p>a) May I request for extension of subjected RFP tender # MWP2571CX “ as the requirements are complex and innovative solutioning is taking longer than expected.</p> <p>b) We hereby request an extension on this Bid in order to give the best solution, they need to work with another partner, who notified us that they need more time in order to give us the best solution. The also added that the solution is complex and need time to do the paper work. Please note there is also a delay with OEM.</p> <p>c) Following up on the request below. Please advise whether Eskom has considered the extension request of 3 weeks.</p>	The tender has been extended to 20 August 2024 at 10h00.			01 August 2024
14.	Would Eskom be willing to own the license if the solution is on premise?	It should be noted that this is a professional managed service, whether, the solution is hosted on-premise or in the cloud, Eskom is not willing to own the license.			01 August 2024
15.	<p>We would like to request a small extension to the RFP? We are currently struggling to sign onto the e-tenders portal and keep getting error 500.</p> <p>We are unfortunately facing some challenges accessing the site for tender documentation as the site is up and down since yesterday, therefore we would like to ensure that we have not missed anything.</p>	The site has been tested, it is working again.			05 August 2024

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	We are unable to register on the E Tender portal as we get a server error (500 server error)		
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