

	Provision of Professional Services for Group IT	
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(Panel A)

Information Security Services (Augmentation)

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Group IT requires a new enabling agreement with a panel of companies providing specific specialised professional services, across various skills, for Group IT.

The enabling agreement for IT Professional Services will ensure that the current constraints in IT capacity and skills do not delay the execution of IT security services and will improve Operational Technology cybersecurity controls.

IT Security Services for the augmentation phase include the following:

OT Cyber Security

Manages and responds to OT cybersecurity threats in an effective and timely manner, which necessitates the continuous and thorough analysis of operational events and system alerts. This service protects and ensures the integrity of computing assets that are part of, or connected to, an Eskom network. It defends the use of those assets against potential threat vectors throughout the cyber-attack lifecycle. Eskom has a vast OT landscape, for example, 30 power stations with unique security requirements and lower levels of cybersecurity maturity, with no dedicated security resources.

1. INFORMATION SECURITY SERVICES SCOPE OF SERVICES

OPERATIONAL TECHNOLOGY (OT) CYBER SECURITY SERVICES

Services required are listed in the table below:

OT Cyber Security Assessment	☐ Conduct OT vulnerability assessments ☐ Conduct OT penetration tests ☐ Asset inventory and verification
OT Cyber Security Controls	☐ Improve OT security controls ☐ Conduct OT security awareness, including induction training. ☐ Ongoing communication and OT security change management ☐ Application whitelisting
OT Cyber Security Monitoring and Reporting	☐ Provide monitoring and analysis services for OT systems ☐ Provide weekly and monthly OT-related reports

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2. FUNCTIONAL TECHNICAL CRITERIA

2.1. OT Cyber Security Services

OT Cyber Security			
Evaluation criteria	Weighting, Panel	Source of Evidence	Score
Company's capability and experience in OT Cybersecurity	35%	Provide a list of services offered that are related to the services listed in the scope of work, as well as sample documents for each type of service. For training documents, provide an outline of the training content.	
No Catalogue	0%		
OT Cyber Security Assessment	10%		
OT Cyber Security controls	15%		
OT Cyber Security Monitoring and Reporting	10%		
Proven track record in application development and/or support	35%	Provide a reference letter from the tenderer's customer indicating the work completed. <i>The reference letter must include the following items:</i> • Name of the person writing the letter, their job title and signature. • Company address, email, phone number and date. • The type of services rendered and duration. • The magnitude of the service, i.e., type of OT system, number of affected devices and type of devices.	
<1	0%		
1 ≤ 2	17.5%		
>2, ≤ 5 projects	24.5%		
>5 projects	35%		
Number of certified professionals	20%	Submission of personnel CVs, with certified professional registrations, including certification for specific OT OEM systems.	
<1	0%		
1 ≤ 2	12%		
> 2, < 5	16%		
≥ 5	20%		
Relevance to OT security capabilities as per item 3	10%	Provide reference letter(s) of experience related to the OT security capabilities listed in Item 3 below, including OT OEM systems experience and any partnerships that may be in place for that system.	
Years of experience in security capabilities or skills on a technology/application <1	0%		
Years of experience on security capabilities or skills on technology/application >2 <5	4%		
Years of experience in security capabilities or skills on a technology/application >5 <8	7%		
Years of experience in security capabilities or skills on a technology/application >8	10%		
TOTAL	100%		
THRESHOLD	70%		

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3. **SECURITY SERVICES CAPABILITIES**

OT Capabilities

- Zero Trust Network
- OT Cybersecurity Assessment
- OT Cybersecurity Controls
- OT Cybersecurity Monitoring and Reporting

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4. INFORMATION SECURITY SERVICES

		> 5 years	> 10 years	> 15 years
IT Professional Services Panel Roles		Intermediate	Senior	Expert
1	Application & data security specialist	x	x	x
2	Network security specialist	x	x	x
3	Threat and Vulnerability management	x	x	x
4	IT security Governance and Policy specialist	x	x	x
5	Identity and Access Management specialist	x	x	x
6	CyberArk Specialist	x	x	x
7	Active Directory specialist	x	x	x
8	Azure Security Specialist	x	x	x
9	Cloud Security Specialist	x	x	x
10	Public Key Infrastructure / Cryptographic Specialist	x	x	x
11	Microservices Security Specialist	x	x	x
12	OT Security Specialist	x	x	x
13	Red and blue team's exercises	x	x	x
14	Cyber Security Incident Responder	x	x	x
15	Cyber Security SOC analyst	x	x	x
16	Cyber Security SOC Engineer	x	x	x
17	Cyber security Threat Hunter	x	x	x
18	Antimalware Specialist	x	x	x
19	DLP Specialist	x	x	x
20	Ethical Hacker	x	x	x
21	IT Security Administrator	x	x	x