

	Provision of Professional Services for Group IT	
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(Panel E)

IT Governance Services

(Augmentation)

Group IT requires a new Enabling Agreement with a panel of companies providing specific specialised Professional Services (various skills) across Group IT.

A new enabling agreement for IT Professional Services will ensure that the current constraints in IT capacity and skills are addressed while:

- Not delaying the execution of IT projects.
- Not negatively impacting the delivery of the Business Separation programme.
- Enabling IT to optimise Transmission, Generation and Distribution IT needs.

Due to capacity constraints, quality of services rendered is compromised, delivery takes longer than anticipated and customers get frustrated. Bringing expertise as and when required will mitigate these identified risks/challenges as delivering quality service in time will result in improved customer satisfaction.

In this regard, it is critical to acquire resources with the necessary skills to ensure that the right foundation is established. The additional services requested would greatly alleviate the current operational issues and provide IT Governance Services with an opportunity to effectively deliver on their mandate by ensuring that employees are trained, knowledge is transferred, skills are developed, and employees are empowered to establish a Master Data Management function.

Therefore, the IT Governance Services panel aims to close the resource capacity gap by providing a mechanism that can be able to augment the team on a need basis.

IT Governance Services includes the following areas:

1. Data Management

Data is regarded as a corporate asset that can be used to make more informed business decisions, optimise business operations, reduce costs, and achieve the goal of increasing revenue and profits. A lack of proper data governance and management could burden organisations such as Eskom with incompatible data silos, inconsistent datasets, and data quality issues that limit effective decision-making. In addition, inadequately managed data may expose Eskom to non-compliance with regulatory requirements.

Data management is the creation and implementation of architecture, policies, and procedures that manage an organization's full data lifecycle requirements. Having these policies and procedures in place is critical for analyzing complex big data. When data is treated as an important business asset, it must be managed accordingly. Data management includes several components, one of which is data governance, which is the practice of managing how data is processed throughout the organisations.

1. IT GOVERNANCE SERVICES SCOPE OF SERVICES

1.2. DATA MANAGEMENT

Area	Required Services
Data Management	Perform an assessment of the environment to develop the As-Is and To-Be Data Governance Landscape for Eskom. • Development of the Eskom data asset inventory for both mission-critical and non-mission-critical business processes/functions. • Provide recommendations on the existing Data Architecture based on the identified data asset inventory. This data architecture should provide the infrastructure for the storage, integration, security requirements, and use of data throughout the organisations. • Development of a roadmap to support the implementation of the “To-Be” Eskom Data Governance/Management Landscape. The deliverable should include the elements listed below and any additional elements identified during the assessment. • Recommended Data Governance Portfolio resourcing structure. • Defined Data Governance roles and responsibilities including reporting requirements • Recommendation/ Improvements on the establishment of the Eskom centralised data warehouse • Development of the relevant data models and data dictionaries etc. Recommendation on the Data governance structures. Act as a subject matter expert for Group IT for the duration of the assignment.

2. FUNCTIONAL TECHNICAL CRITERIA

Data Management

Evaluation criteria	Scoring Points	Source of Evidence	SCORE	Total
Company's data management experience. Provide a minimum of 2 references for companies where data management services were provided in the last 3 years. From a due diligence point of view, Eskom reserves the right to contact these referees to confirm the validity of references provided	40%	Provide a minimum of 2 references for companies where data management services were provided in the last 3 years. (Reference letter format should include Letterhead to be from company where experience was received, dated, and signed off, tendering company's name and duration of project and or data management experience)		
No reference letters provided or less than 3 years' experience.	0%			
Two reference letters provided highlighting that the required services have been rendered previously.	20%			
Individual CVs submitted for the resources who will be allocated in this assignment will be assessed based on the following skills: Mandatory Skills: Data Management, Data Governance and Data Architecture	50%	Individual CVs submitted for the resources who will be assessed based on the specified skills and experience. CVs will be assessed on submitted certification/formal qualification. Only certified copies will be considered.		

Optional Skills: Governance Landscapes, Business and Technical Analysis Skills. A minimum of 2 CV's must be submitted				
Two CVs submitted have all mandatory and optional skills	50%			
One CV has all skills	40%			
One CV has some mandatory and optional	35%			
Both CV's have optional skills only	0%			
The resources to be seconded to the project should have at least one of the following qualifications: Data Management related certification	10%	Proof of certified copies related certification submitted per team member (e.g.). These will be assessed based on the individual CV's submitted		
No copies submitted/No qualifications demonstrated	0%			
Any Data Management related certification	10%			
TOTA	100			
THRESHOL	70			

3. IT GOVERNANCE SERVICES ROLES

Specialist* = personnel who have a specialty within the specified application /software solutions		<5 years	>5 years	>10 years	> 15 years
IT Professional Services Panel Roles		Junior	Intermediate	Senior	Expert
1	Data Governance Specialist			X	X
2	Master Data Specialist			X	X
3	Master Data Analyst		X	X	
4	POPIA Compliance Implementation Specialist		X	X	
5	Data Governance Analyst	X	X	X	
6	Master Data Administrator	X	X	X	
7	POPIA Compliance Implementation Officer	X	X		