

 Eskom	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	06 February 2025
	Enquiries	Naledi Lekoto
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Dear Sir/Madam

Request for Enquiry Number	MWP2979CX
Description / Project Title	Automated Information Security Management Service (ISMS) for a Period of Five (5) Years
Tender Questions Closing Date	

Questions	Answers	Clarity Published Dates
Kindly clarify the following regarding the bid mentioned in the subject line. - Annexure P - Technical Evaluation Criteria - Automated ISMS (1) - You mentioned "Provide CIDB or local registration" isn't that for Construction and related companies? - Any other registration should one have except for CIDB?	CIDB or local registration requirement has been removed from the Technical evaluation criteria and no additional registration is required. Tenderers to refer to "Annexure P - UPDATED Technical Evaluation Criteria - Automated ISMS" that has been published on Eskom Tender Bulletin and National Treasury e-Tender portal.	29 January 2025
With reference to the above stated Eskom RFP – please find below Clarification requests from us: Any preference on the ISMS solution deployment model? SAAS or On-Prem	Hybrid as it will also include resources to improve enterprise compliance and conformance.	29 January 2025

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2. Any pre-existing GRC tools or internal solutions used to support ISMS?	2. None	
3. Number of users and Geo spread	3. At minimum Eskom has 40k plus user base	
4. What is the scope for ISMS - e.g. enterprise, facility / location, functions?	4. Enterprise	
5. Type of information asset types in scope? - software, hardware, information, etc	5. Eskom enterprise information security assets	
6. Any specific requirement on the languages support?	6. English as standard	
7. Any integration required with ISMS platform?	7. Eskom information system services	
8. Number of assets in scope for each asset type?	8. The service should be scalable without limitation	
9. Is foundational data (information assets, applications, business processes, devices and facilities) updated, maintained and available centrally?	9. Partially	
10. What is the current assessment methodology followed?	10. ISO27000 Series framework and NIST CSF rv2	
11. Currently, where are the ISMS policies, procedures, guidelines, baselines published ? SharePoint or any other tool	11. Sharepoint / Hyperware Services	

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12. Where are information assets maintained? What is the frequency of updating Asset Registers? 13. How is the ISMS artefact lifecycle managed ? 14. Is organization currently certified for ISO27001 standard? If yes, when was certification awarded? 15. Is scope limited to ISMS Solution implementation or does it require active engagement with business & internal teams on updating and maintaining current ISMS Programme lifecycle & documentation. 16. Is there a dedicated internal team currently supporting ISMS Programme? 17. Number of published policies, procedures and guidelines as part of ISMS Programme?	12. CMBD + other sources 13. 1. Document Management Service 13. 2. Enterprise Risk Management process 13. 3. Compliance Management Services 14. No 15. Include all the scope around ISMS service and resources as it is a managed service 16. Partially 17. Plus 10 and more	
1. How many Eskom internal users involved in managing ISO 27001 and NIST will require access to the ISMS SaaS platform? – we will include 30 users to access the ISMS platform for actioning tasks (via inbuilt workflow) as well as internal and external IT Audit teams. However,	1. The number should be upwards and downwards scalable to cover potential need and stakeholders in different Eskom entities	31 January 2025

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this number may need to be increased to include all IT resolver groups. 2. Is a SaaS solution, with hosting options either in the UK, EU, US, or Australia acceptable (with the necessary security credentials of course). Do we need to provide a SA-based SaaS platform? 3. Does Eskom hold ISO 27001 certification? Or do you wish to re-certify on ISO27001:2022? If so, when are you planning to acquire the new level of (re)certification? 4. Please advise the name and version of your IT Service Management tooling e.g. ServiceNow or Remedy. 5. How many IT resolver groups are defined on the ITMS platform? 6. Provide a List of any integrations that the ISMS SaaS platform will be required to implement i.e. office365, ServiceNow (or other), Identity & Access Management platforms etc 7. Are there any other standards that Eskom would like to track and drive via the platform in addition to ISO 27001:2022 and NIST? 1. Deployment Architecture Is the expectation to have a single ISMS instance for Eskom Holdings, or should separate	2. Data sovereignty is key to Eskom compliance with PoPIA. Eskom is a highly regulation driven institution 3. Eskom is not certified with ISO27001 4. Confidential information only the appointed supplier shall have access to such information when conducting AS-IS 5. It's a new project such stakeholder group is still to be identified 6. To be determined during preliminary implementation assessment phase 7. ISO27000 series families 1. Single ISMS instance for Eskom holdings covering all areas	
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instances be provisioned for Eskom Generation and Eskom Transmission to align with operational structures? (This impacts system architecture, scalability, and pricing.) 2. Stabilisation and Change Management Does "stabilisation" in the implementation phase refer strictly to technical platform stability and include change management activities such as process adaptation, user adoption, and ongoing support for ISMS integration? (This will clarify the implementation scope and resource allocation.) 3. Ongoing Support and Compliance Management Does Eskom require dedicated consulting support throughout the contract duration for day-to-day platform management (e.g., data collection, remediation tracking, validation, compliance reporting), or dedicated consulting support with the expectation that internal teams will take over after initial deployment and training? (This is crucial for defining service levels, training scope, and pricing structure.)	2. Stabilisation covers also post implementation and continual improvement including but not limited to optimisation 3. This is total managed service	
Kindly advise what is the headcount for Eskom Enterprise. Our solution is licensed on the headcount/ number of users.	+40000	06 February 2025

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