Description of Request	Licences subscription, maintenance, and support of the e-Recruitment System

1. High level background

Recruitment experienced challenges in finding a solution that can allow for effective monitoring of Recruitment projects and assist in managing the process. Since the establishment of Shared Services, Recruitment had to use multiple systems that are not integrated, SharePoint and SAP CRM making it difficult to have an end-to-end view of the recruitment process.

HR Skills and Talent requires an all-encompassing system that will automate the end-to-end process from staff requisition to induction.

2. Business motivation & benefits

a. Business motivation:

The requested solution aligns with the Eskom strategic objective “Pursue financial and operational sustainability.” The provision of e-Recruitment will enhance the recruitment process at a minimal timeframe.

Current challenges due to the system not being in place:

- There is no end-to-end view of the recruitment process or an integrated process.
- Unreliable performance of the current in-house developed solution to place and receive candidates’ responses.
- Response handling (shortlisting, invitation management, and management of unsuccessful applicants/candidates)
- Recruitment is utilising SharePoint to place and receive applicants and SAP CRM to register the recruitment case and appoint candidates. A cumbersome and highly administrative process.
- Accurate monitoring and reporting on the recruitment process not possible.

b. Benefits to Eskom

Benefits include

- **Efficient candidate sourcing** (extensive reach of candidates, targeting the best candidates)

- **Effective and Efficient delivery** (effective use of human resources, reduce paper, reduce high requirements of filing space, reduce human errors, faster and more efficient recruitment, effective selection of candidates, effective and more accurate shortlisting of candidates, efficient communication with candidates)

- **Monitor and Track End to End Recruitment process** (Integrated system to manage end to end process, measure performance, accurate reporting, improve recruitment turnaround times
- **Candidate experience** encourages candidate to apply for to Eskom jobs and improves the organisation's image

The system's reporting capabilities will enable Eskom to generate detailed reports and analysis at any stage of the recruitment process, assisting to identify areas for optimization and cost savings.

3. Scope of work/Business requirements

The purpose of this scope of work is to outline the requirements and functionalities of an Eskom-wide process for recruitment of employees to ensure legislative compliance, in line with business needs, transformational objectives, and integration with talent management. The system will host adverts on the Eskom Intranet, and other online recruitment pages.

3.1. High level requirements

Recruitment requires an end-to-end solution that will automate the following high-level requirements:

- Requisition
- Job Publishing/ Advertising
- Job Applications (e.g. capability to receive CVs)
- Invitation management
- Screening (Interviewing)
- Integrity Assessments
- Offer Management
- Hiring/Appointment
- Induction/On boarding
- Management of unsuccessful candidates/applicants
- Tracking and reporting
- Repository (e.g. qualifications, etc.)
- Working from home vs Face to Face recruitment process requirements (Access and storing of recordings)
- Automation and intelligence within the recruitment processes as well as interactions into the related systems like SAP HCM and E-Forms
- Integration with Social / Career Media Platforms used in the market like LinkedIn, Google Careers, etc.

Requisitions

Requisition creation and approval within the system

Capturing of requisition

- Recruiter to attach the GA14 together with the job profile and the structure – mandatory.

- Recruiter must be able to capture screening questions on the system and assign required weightings for each question when capturing the requisition.
- Candidates will be ranked based on responses given on the screening questions.
- The GA13/Requisition must allow for multiple vacancies to be requested and create multiple reference numbers (one for each vacancy)
- Recruiter to link single/ multiple vacancies to the SAP position code/s.
- Link to the org structure

Recruiter functionality

- Recruiter must be able to make possible changes on the screening questions and send back to the Line Manager for review and approval.
- Recruiter must be able to create and send draft advert to Line Manager for review and approval.
- Automated recruitment SLA/project plan to be built into the system per vacancy/ project.
- Recruiter must be able to modify their own SLA/project plan and the system must be able to update and track changes made on the project plan per vacancy/ project.
- Discussion of the SLA/project plan to happen offline.
- Recruiter must be able to put SLA on hold (functionality activated or deactivated by the system administrator) SLA tracked/measured in working days.
- Recruiter must be able to add comments and attach evidence when SLA/Project Plan is impacted.
- Once approved publishing/advertising resumes.

Other requisition requirements

- The system must be able to integrate with Eskom's document storage system to retrieve templates.
- The recruiter to initiate a requisition on the system.
- The system to create a unique identifier for each Requisition.
- The system to retrieve the position codes from SAP Org as unique identifiers for each Vacancy.
- Each vacancy must be treated as a unique project with the unique identifier and must be able to follow its own recruiting process.

The recruitment request form must be made electronic. Depending on the workflow role/stage, the form must allow capturing of information. As the form moves through the workflow, the completed sections or sections that are not applicable to the workflow stage must be un-editable (or greyed out) to ensure that the form is not tempered with. <u>Workflow stages will be completed as follows:</u>

- Line Manager- Only the Line Manger should be able to capture and make amendments to this section of the form.

- HCM Business Partner- Only the HCM Business Partner should be able to capture and make amendments to this section of the form.

- Finance Business Partner- Only the Finance Business Partner should be able to capture and make amendments to this section of the form.

Executive authorisation -Only the General Manager should be able to capture and make amendments to this section of the form

- BR: The recruitment request form is only applicable to permanent appointments and therefore does not apply to secondments.

- The system must allow the upload of supporting documentation (in PDF format) to the form.

Job Publishing/ Advertising or Sourcing from the Succession Pools

- Access ready now succession pools to source
- Recruiter creates job posting using approved requisition.
- Jobs will be published internal/external as indicated in the requisition.
- When approval is for internal publication, the functionality to advertise externally must be disabled.
- All job posting will workflow from the Recruiter to the Line Manager for review and back to the Recruiter for approval before the job is published.
- Publication should be possible in various platforms.
- It must be possible to track which platforms were used to advertise.
- The posting can also be downloaded by the Recruiter in pdf format

Job Applications

- The system must be mobile/cell friendly.
- All candidates must be registered to apply for job postings. * Registration/Application template (current fields on the current system (SharePoint) for the candidate profile
- CV attachment mandatory with application with limited size.
- Candidates will have to verify their email address as it is used for all correspondences.
- The system must not allow candidates to register more than once using the same ID numbers/Passport.
- The candidate can request forgotten password reset. Must be an automated process.
- The candidates must be able to maintain their profile. (Implementation of the POPI Act needs to be considered)
- Candidates must be able to set up job alerts based on preselected searched criteria e.g., position, location.
- The system must send candidate acknowledgement, automatically on receipt of the candidate job application.

- The recruiter must be able to view the candidate list while the advert is still running.
- After candidates have submitted their applications, the system must automatically rank using the criteria captured during publishing.
- The system to identify if the applicant has recently been invited for an interview and/or recently received an offer The system to calculate how long the applicant has been in his/her current position (this information must be included in a column on the applicant application download)
- The system must generate candidate shortlist based on the scores.
- The system should allow the Recruiter to do the final ranking of candidates (e.g., a tick box (shortlisted, Not shortlisted, shortlisted with reservations) should be available for further ranking with comments.
- The system must allow for candidate shortlist to workflow from the Recruiter too the Line Manager for review and back to the recruiter for approval before interviews.
- The system must show the flagged applicants from SAP.

Invitation Management

- Interview checklist to be automated.
- Recruiter to create interview session on the system.
- Candidate's details from the shortlist to be used when creating an interview session.
- Interviewing panel details need to be captured on the system as part of interview session.
- Declaration of interest template to be automated.
- Candidate's details from the shortlist to be populated on the Declaration of interest template by the system.
- System must allow for attachment of interview session documents.
- Final interview schedule and Declaration of interest template to be sent to interview panel via Outlook.
- Must be able to print completed templates from the system and upload completed templates to the system
- "Interview invitation confirmation" templates, for all types of recruitment, must be automated
- Recruiter to capture interview invitation information on the system (information including time, date interview venue, etc.)
- The system must be able to generate an interview invitation to be sent to individual candidates via Outlook.
- The following forms must be sent to candidates: Application form (GA20), Managed Integrity Evaluation indemnity form.
- The system must be able to send out interview confirmation SMS to candidates or integrate to SMS application/ system.

Appointment Stage

- The Recruiter must be able to select successful candidates on the system after interviews.
- It must be possible to view on the system if the candidate has been identified as successful for another position.

- The items below must be mandatory activities to be completed:
  - Integrity Assessments (via 3rd Party Supplier) - Qualifications, ID, Driver's License etc. – Smart forms psychometric
  - Criminal record checks
  - External/Internal candidates medical fitness tests
  - Confirm candidate release date (the release date to be negotiated outside of the system)

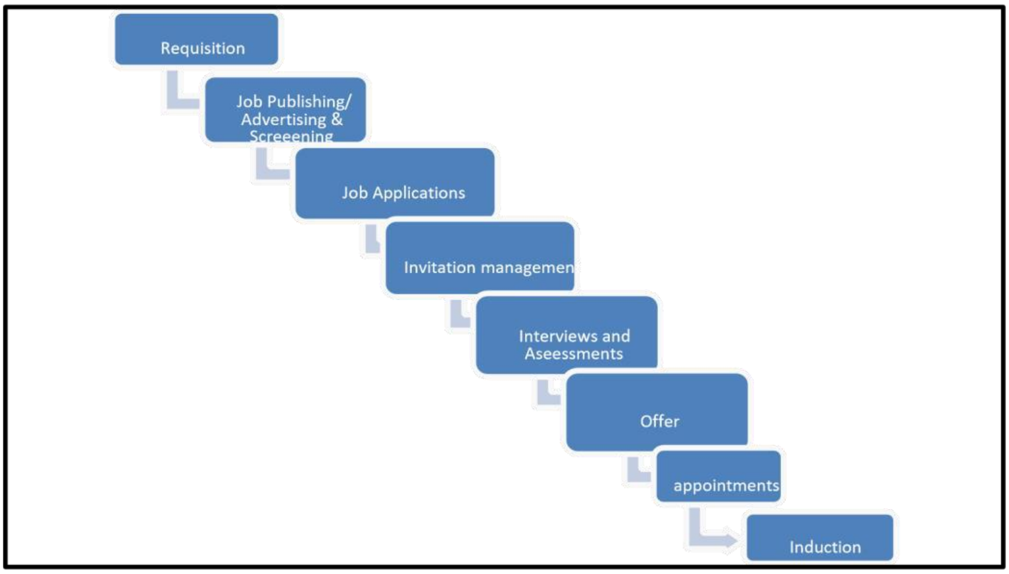
- It must be mandatory for users to select date on the system when the reports/request was submitted to the service provider.
- Before offering is initiated it must be mandatory to select when each report/request was received from service provider to enable monitoring or tracking of the services provider turnaround times.
- Must be able to attach documents to the case/request for each of the above-mentioned activities

Offering

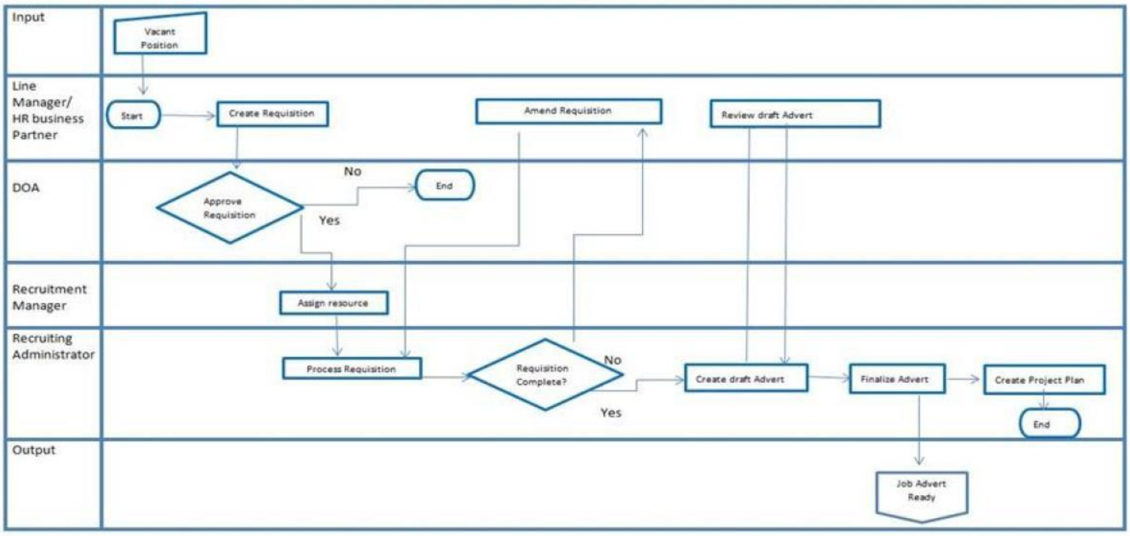
- The system must be integrated to Recruitment Documents Repository (Open Text) system to access offer letters.
- Request salary proposal from Remuneration and benefits department activity to be triggered (activity needs to be tracked to see how long it took to deliver) Select Date requested tick requested, and Date confirmed.
- The Recruiter generates the offer letter to be sent to hiring manager.
- The system must be able to track when the offer letter was sent to manager and when it was sent back.
- The Recruiter contacts the candidate telephonically to notify them that there is an offer waiting. This is offline activity.
- The Recruiter creates an activity to send the offer letter to the candidate.
- The candidate accepts/declines the offer by returning the signed offer letter with comments.
- Reasons for reject to be recorded.
- The Recruiter initiates the hire action activity, and the system will integrate with SAP.
- The Recruiter can now close the requisition.
- The system must be able to generate and send auto reject letters for all unsuccessful candidates via outlook or SMS.
- Regret templates to be automated.
- Candidates who did not meet minimum requirements regret notification to be sent immediately.
  The recruiter must be able to select multiple candidates and send to bulk SMS or emails regret notifications.

3.2. Functional requirements

Automate below End to End recruitment process.

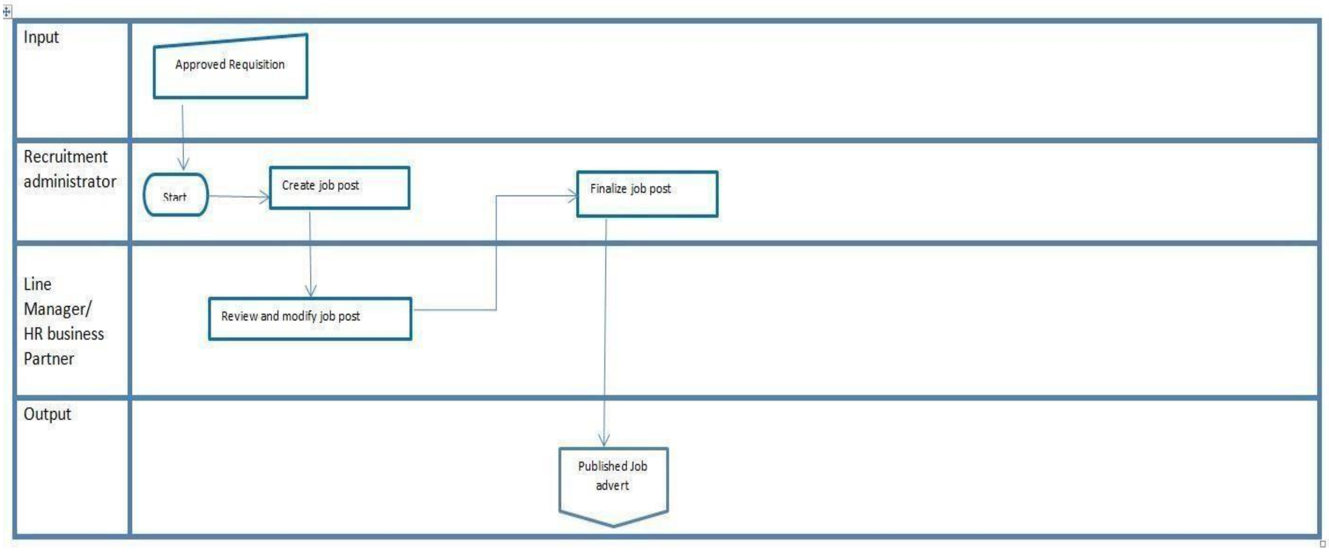


Requisitions



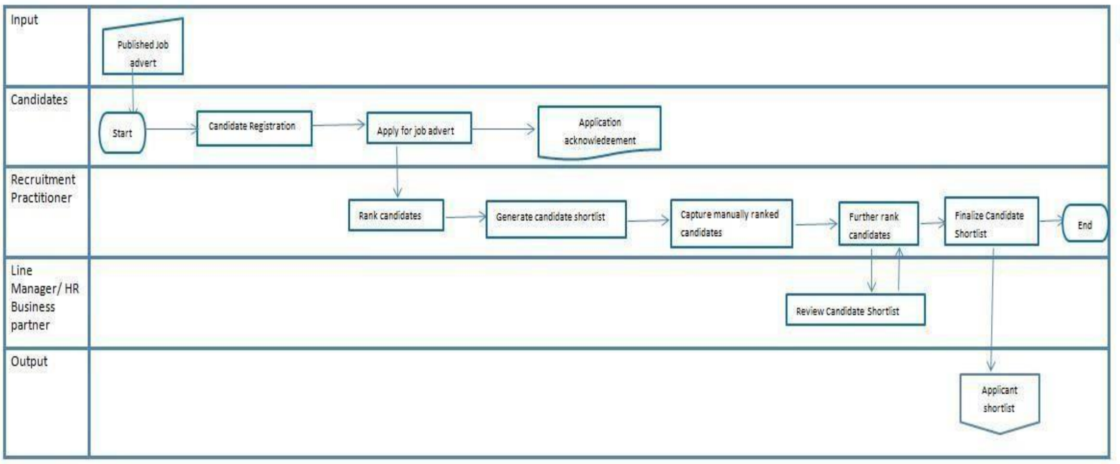
ID	Process Step	Description
R001	Create Requisition (smart form)	Line Manager/HR business partner will complete online requisition and attach GA14 form (automate at a later stage) and job profile. Online requisition will have screening questions and weightings for each question. Requisition to link single/ multiple vacancies to the SAP position code/s.
R002	Approve Requisition	DOA will approve or Reject requisition. *Rejected Requisitions will be cancelled. Notification to be sent to the requestor regarding cancellation.
R003	Create draft Advert	Recruiter will create draft advert using requisition details and send to Line Manager for review/ amend where necessary. *Advert will be sent back and forth until approved by Line Manager
R004	Finalize advert	Recruiter will finalize advert.
R005	A detailed SLA with clearly timed milestones will replace the project plan (option for comments by the Recruiter to indicate delays per milestone) The SLA to also indicate/track the overall timeframe	

Job publishing/advertising



ID	Process Step	Description
J001	Create job post	Recruiter will create a job post as per approved advert and requisition and send to Line Manager for review and approval
J002	Review job post	Line Manager to review and modify job post where necessary Job post will be sent back and forth until approved by Line Manager
J003	Finalize job post	Recruiter will finalize job post and publish the advert

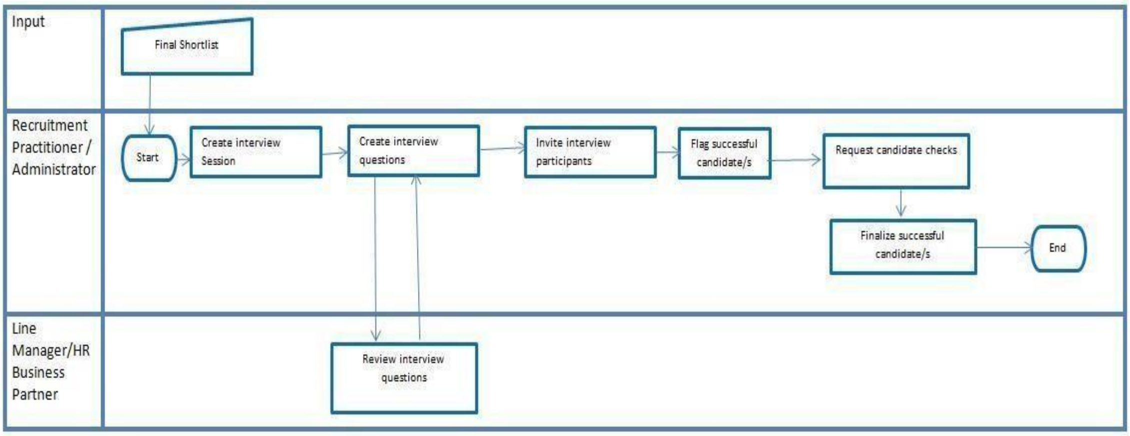
Job Applications



ID	**Process Step**	**Description**
A001	Candidate Registration	
A002	Apply for job advert	Candidate completes the application online.
A003	Application received	Candidate will receive automatic notification that application has been received.
A004	Rank candidates	Candidates will be ranked by the system based on the questions and weightings that were captured in the requisition.
A005	Generate candidate shortlist	Candidate shortlist will be generated showing candidate scores and status (Shortlisted, unsuccessful)

A006	Capture manually ranked candidates	Recruiter will add candidate (learners) that were ranked outside of the system.
		Manual candidates (learners only) will be ranked outside of the system and only successful candidates will be captured into the system.
A007	Further rank candidates (further ranking is applicable to learners)	Recruiter to do further screening or ranking of candidates with reasons and send shortlist to Line Manager to review and modify. Selection tick boxes can be used for further ranking: shortlisted, Not shortlisted, shortlisted with reservations. Must be able to add comments for each applicant. *This is normally done after the Recruiter contacts the candidates to confirm all the details in the application were accurate.
A008	Review Candidate Shortlist	Line Manager to review and modify. Shortlist will be sent back and forth until approved by Line Manager/Recruiter.
A009	Finalize Candidate shortlist	The recruiter will finalize shortlist

<u>Screening</u>

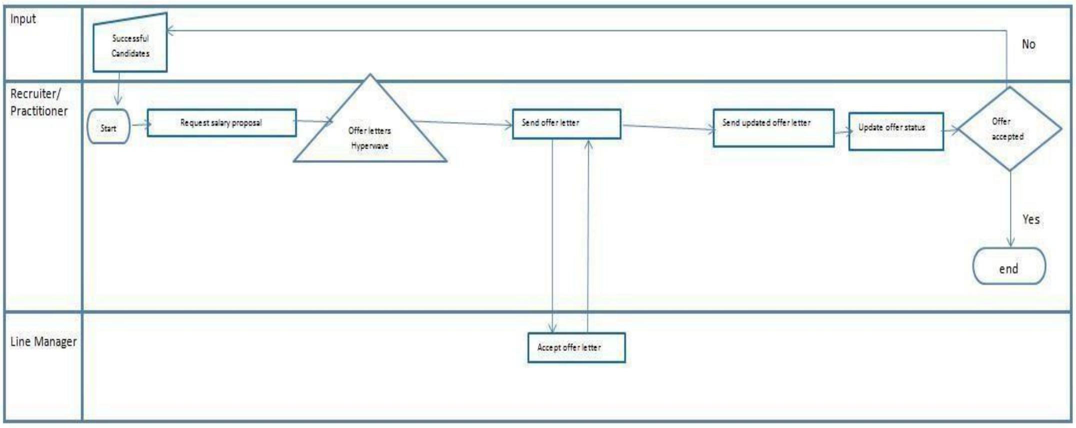


ID	Process Step	Description
S001	Create Interview session	The Recruiter to initiate the interview session. The following activities are performed as part of create interview session: - Add interview participants - Add interview session documents - Create Interview Schedule - Create Interview Invitation - Create interview questions
S002	Create interview questions	The Recruiter will create interview questions and send them for review to the Line Manager

S003	Review interview questions	The Line Manager will then review the interview questions and amend where applicable. *Interview questions will be sent back and forth until approved by Line Manager/Recruiter
S004	Invite interview participants	The Recruiter will then invite interview participants attaching related documents: Candidate documents listed - Application form (GA20), - Integrity Assessments and indemnity form - Information Confirmation Template - Honesty Declaration Form - Criminal Record Declaration Interview panel members documents: - Declaration of interest form - Interview questions
S005	Flag successful candidates	The Recruiter will check the Flagging Database. Check if the successful candidate was recently successfully selected for another position or took a VSP.
S006	*Request candidate checks	The Recruiter to request the following activities from service providers: - Integrity Assessment by 3rd Party Supplier - Smart forms psychometric - Integrity assessments

		- Criminal record checks - External/Internal candidates medical fitness tests - Potential candidate release date Recording of the request date and receiving date must be mandatory

Offering



ID	Process Step	Description
O001	Request salary proposal -Salary determination form- H200 form not GA 2 for ERI (See attached) H200 form.xlsx	The recruiter to request the salary proposal from Rewards and Benefits Managers. Recording of the request date and receiving date must be mandatory 1. The H200 form to be routed to Remuneration and Benefits manager for approval.

O002	Offer letters Database (Open Text)	The Recruiter will extract the relevant offer letter from Recruitment documents Special
		Collection and update as per the Rewards and Benefits feedback.
O003	Send offer letter	The Recruiter will send the offer letter for Line Manager for signature.
O004	Send updated offer letter	The Recruiter will send signed offer letter to candidate. Candidate can either accept or reject the offer (This is an offline activity)
O005	Update offer status	The Recruiter to update the offer status. If the offer was rejected initiate offering process.

3.3 Reporting requirements / KPI measures

- Real-time status with comments. Report at Eskom, divisional, Business Unit and Departmental level.

Report must include the following:

- Positions Title
- Position Code
- Task Grade
- Recruiting Line Manager
- Recruiter
- Days position Open (calculation based on day position captured on this system to the day the report is drawn on)
- Recruitment Process Stage
- Comments

Summary Report for Recruiting Line Manager

- Position/s

- Status
- Number of Days Open
- Comments – Add free text on to the report

Report/s with Historic Information

- Vacancy Rate
- Cost
- Number of positions completed
- Average Working Days to complete/appoint per 12-month cycle
- Number of positions not filled

Must be able to export reports to Excel and display in graph format

3.4. Interface

Outlook – The integration is required to enable the system to send out emails to the recipients SAP HR – this integration to enable the system to match position codes on SAP Org structure SMS sending system
SAP OH system – to view and print existing medical fitness certificates for internal candidates.
Smart forms - psychometric centre to perform psychometric assessment
Smart Form the requisition is nor generated – Integration with Requisition Document as a last resort Integrate with Document Template Database (Open Text) – to get recruitment related templates

Recruitment request form

H200 salary determination form

Employment application form

Integrate with SAP CRM for request to appoint to be part of Transactional Processing's queue

3.4.1. Interface requirements

Web interface
Mobile friendly (including sending out bulk SMSs to candidates)

3.5 Information/data requirements

HR Employee Data and Org Structure

3.6 Performance requirements

Will adhere to Eskom Information Security policy, processes, procedures, standards and baselines.

Once the solution is implemented in production a six (6) month stabilisation period is required by Eskom. During this time, the Contractor must develop the monthly reports that will be submitted to Eskom

Configure all required functional and non-functional settings in the solution to ensure optimal and secure operations

- Non production: development (sandbox), testing (QA), pre-production (sized as production), disaster recovery
- Production: production environments.

3.7 Security requirements[1]

User profiles must be secured, authenticate for all system users.

Will adhere to Eskom Information Security policy, processes, procedures, standards and baselines

3.8 Archiving requirements

Will adhere to Eskom Information Security policy, processes, procedures, standards and baselines

---

3.9 Training requirements

End User Training at all levels as required. Only web-based training is required. Refer BRS for full requirements. Recruitment Managers, Line mangers, HR Business Partners will need to be trained on the new system.

3.10 Testing requirements

The testing team will be responsible to acquire the testing requirements, develop the test cases and conduct testing to ensure that the solution is comprehensively evaluated for implementation in the Eskom IT environment.

The testing team will be responsible to complete all testing milestones. The testing staff may not be the same staff as the configuration staff. A dedicated sufficient testing team with an experienced manager must be allocated to the team.
A signed off test closure report is required before a test milestone is completed. The following testing and testing milestones must be completed:

- **Unit Testing** – test results from the Contractor's team.
- **System Integrated Testing, Functionality testing** (in QA – end to end functional testing and integration testing. That means testing with other systems and ensuring that all requirements have

been successfully configured). This testing must be driven and executed by the Contractor but must include Eskom staff for completeness & authenticity.

- **Non-Functional Testing** (performance testing and disaster recovery testing). This testing must be driven & executed by the Contractor but must include Eskom staff for completeness & authenticity.
- **User Acceptance Testing** (Testing by the Eskom customer team that the system is working and meets requirements). This testing must be driven by the Tenderer but must be executed by Eskom staff for completeness and authenticity.

All testing requirements must cover all identified interfaces that have been identified. The testing team must adhere to the TCoE Testing Standard approved by Eskom.

3.11 Legal requirement

Adhere to POPI Act

All intellectual property belongs to Eskom.

3.12 Disaster recovery requirements

Will adhere to Eskom Information Security policy, processes, procedures, standards and baselines

3.14 Support and maintenance contract requirements

Support and maintenance will be required.

3.15. Integration

The Tenderer must provide technical resources to build, modify and implement all required interfaces. Refer to the logical design for systems that must integrate to the solution.

The Integration into the Eskom applications will be done within a phased approach. Integration scope and deliverables is listed below:

- Analyse, design, develop, test, and deploy integration solutions based on the designs. External interfaces to integrate using Oracle Fusion 12c and IBM WebSphere (Data Power), thus the Contractor should be well skilled to work with the mentioned technologies.
- Sparx Enterprise Architecture and Altova XMLSpy licences are to be provided by the Contractor for the staff that will be executing the formulation or updating of the Diagrams and Process during the Design

- The Integration Centre of Excellence (ICOE) governance process must be followed for all approvals. Kindly reference "SOA Workgroup artefacts." All diagrams and processes are to be captured in the Sparx Enterprise Architect (EA).
- All CIM message artefacts (including Mapping Document) to be placed in the Eskom defined CIM SVN. All code to be placed in Eskom defined Code SVN repository All artefacts to be placed in the Eskom share point.

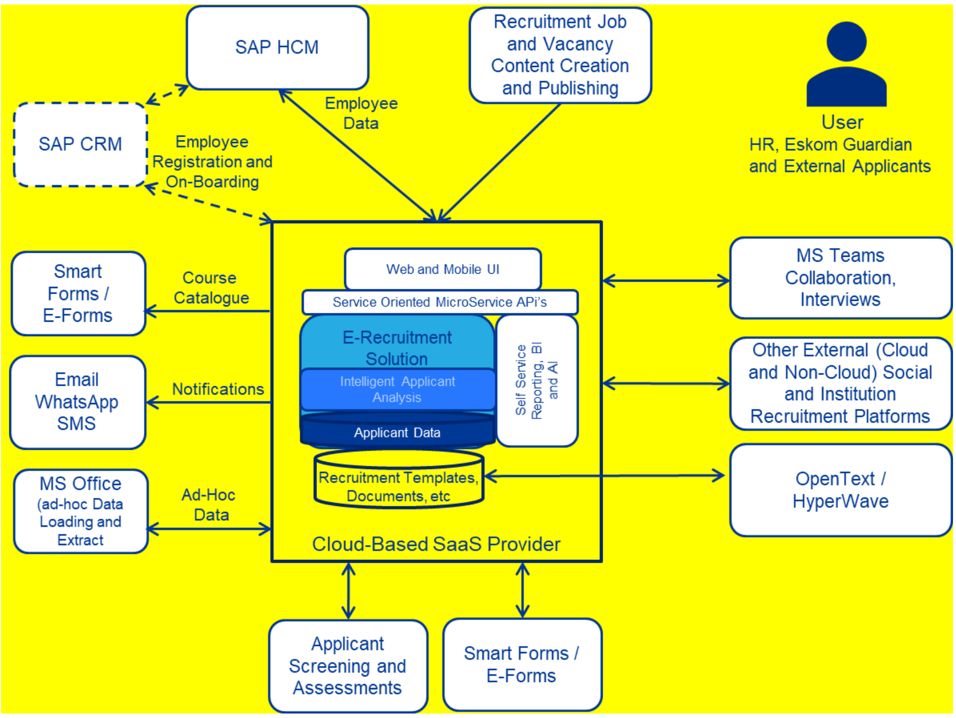
The following are the integration and Testing activities and artefacts to be produced and presented at the committee for approval and sign off:

- Business test case document. Integration specification document. Mapping Document.
- CIM message artefacts including WSDL's and XSD's.
- Code and unit testing review.
- Deployment Guide.
- SIT testing review of results in ALM. SIT test case sign-off.
- Performance testing review of results in ALM.
- Performance testing sign-off.
- Pre-transfer documents for go-live approval.
- Test requirements in ALM.
- Test cases and results in ALM.
- Defects managed in ALM.
- Test plan Document.
- Performance test scripts and results.
- Non-functional Test plan document.
- Test closure reports documents.

Provide an Integration message modeller to complete the following:

- Analysis of message requirements.
- Generate xsd, message model dictionary.
- Model or update integration message which follow a Common information model.
- Create payloads and envelopes.

3.16. Overview



4. Service Level Agreement requirements

Service Level	Description	Escalation to SP	Escalation to OEM
Major	Business severely impacted	Response within 4 (four) hours – Level 1 Response within 8 (eight) hours – Level 2	Response within 8 (eight) hours – Level 2
Minor	Minor business impact / product failure	Response within 1 (one) business day – Level 1 Response within 2 (two) business days – Level 2	Response within 2 (two) business day – Level 2

Informational	Request for information	Response within 2 (two) business days – Level 1 Response within 3 (three) business days – Level 2	Response within 3 (three) business days – Level 3

A penalty of 5% of the Task order value shall be applied, where service levels have not been met

5. Approvals:

End user / requestor:	**Name:**	Tiny Monama
	Designation:	Chief Advisor Leadership and Talent Management
	Date:	13 March 2024
	Signature:	Tiny Monama
Senior Manager:	**Name:**	Gerrit Walters
	Designation:	Senior Manager Leadership and Talent Management
	Date:	13 March 2024
	Signature:	