

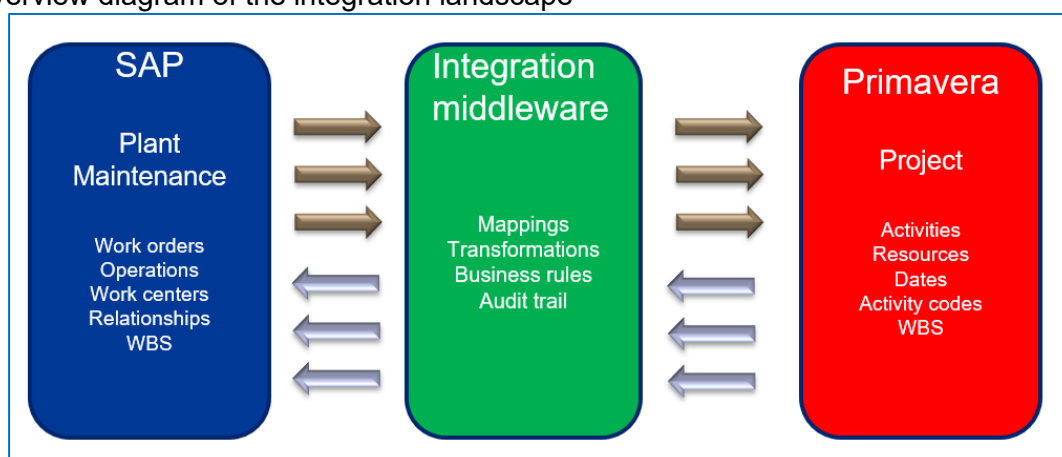
	TENDER SCOPE OF WORK Group Information Technology	Template Identifier	240-IT042	Rev	1
		Effective Date	April 2023		
		Review Date	April 2028		

Description of Request	Procurement of SAP EPC replacement solution that is commercially available of the shelf. This tool manages integration of data between SAP and Primavera.
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1 High level background

Eskom Generation currently utilizes Primavera P6 to schedule both Outage and Online activities. Within the Eskom IT landscape, we employ the middleware solution SAP Enterprise Project Connector (SAP EPC) to facilitate the bidirectional transfer of SAP Plant Maintenance activities between SAP and Primavera. SAP EPC is a commercial off-the-shelf middleware application that enables seamless point-to-point integration between SAP and Primavera. However, this product is approaching its end-of-life, necessitating the identification and implementation of a suitable replacement to ensure continuity of current integration capabilities. To maintain business operations and support existing functionality, we are seeking a like-for-like replacement for SAP EPC that will continue to enable efficient data exchange between SAP and Primavera.

Overview diagram of the integration landscape



2 Scope of work/Business requirements

Provide detailed description and volumes of the product/service requested: Use business requirements information as per the approved BRS (Business Requirement Specification), if applicable. Make provision for implementation, transition, migration etc. Make provision for true up (increase) and true down (reduction) on volumes. Make provision for technology changes during the contract term.

• Functional Requirements

- Seamless transfer of data between SAP Plant Maintenance (SAP PM) and Primavera P6.

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- Support for both outbound (SAP to Primavera) and inbound (Primavera to SAP) data flows.
 - Compatibility with SAP PM objects (e.g., work orders, operations, etc).
 - Mapping and synchronization with Primavera project structures (e.g., WBS, etc).
 - Ability to configure real-time, event-driven, or batch-based data synchronization.
 - Robust error detection, logging, and alerting mechanisms.
 - Retry mechanisms for failed transactions.
 - Customizable data transformation rules to align SAP and Primavera data formats.
 - Support for complex mapping logic and conditional processing.
- **Integration Capabilities**
 - Certified by SAP for integration with S/4HANA.
 - Utilizes Primavera Web Services and API for integration
 - Secure data transmission (e.g. HTTPS, encryption etc)
 - Compliance with Eskom's IT security and governance policies
 - Capable of handling large volumes of data and concurrent transactions without performance degradation.
 - **Operational and Business Support**
 - Dashboards for monitoring integration status and performance.
 - Audit trails for data transactions
 - User-friendly interface for configuration and administration.
 - Minimal custom development required for deployment and updates.
 - Strong vendor support, documentation, and community presence.
 - Long-term roadmap and product lifecycle support.

2.1 Key Requirements

Functionality grouping	BRS Number	Functionality	Weight
Product applicability	PA1	The product / application must allow bi-directional data synchronization end-2-end between SAP Plant Maintenance and Oracle Primavera.	6
Product applicability	PA2	The product / Application must come with pre-delivered integration pathways, that is plug and play ready.	6
Product applicability	PA3	The product must allow for integration of other SAP modules i.e. SAP PS / PPM to other project scheduling software i.e. Microsoft project.	6

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2.2 Detailed Functional requirements and Business rules

Functionality grouping	BRS Number	Functionality	Weight
SAP PM Transfers Models requirements	TMR1	SAP to Primavera - Full transfers: these are the initial scope transfers from SAP to Primavera P6 or subsequent transfers where the full scope is selected to be synchronised.	6
SAP PM Transfers Models requirements	TMR2	SAP to Primavera -Incremental transfers: where “change only” since the previous transfer are transferred to Primavera. The tool must identify what has changed since the previous transfer and only synchronise these objects	5
SAP PM Transfers Models requirements	TMR3	SAP to Primavera: Missing Orders transfers: These are transfer for scope that has move out of the specific transfer scope since the previous transfers. This typically happens when a work order is moved from one STO to the next.	5
SAP PM Transfers Models requirements	TMR4	Primavera to SAP: Transfer Primavera dates to SAP. Primavera is the master for the schedule, thus the Primavera scheduled dates must be transferred to the SAP Work order activities	6
Interface Performance Requirement	IPR1	Full transfer of +-50 000 activities should take less than 1 hours (rate =14 activities per second). A project of 50000 activities equates to +- 1.8 million Primavera objects.	5
Interface Performance Requirement	IPR2	Incremental transfers for a 50 000-size project should be less than ½ hour	5
Interface Performance Requirement	IPR3	Multiple transfers should be able to run simultaneously and not queued	5
Interface Performance Requirement	IPR4	The interface will facilitate multiple threading. Thus, multiple users must be able to run multiple transfers. But the same Project transfer should not be able to run at the same time.	5
Interface Performance Requirement	IPR5	Increase / growth in Project activities should be scalable, and the performance should relatively remain the same	5
Transfer Reporting/ monitoring Requirements	TRR1	Transfer progress should be visible and Realtime	5
Transfer Reporting/ monitoring Requirements	TRR2	Should be possible to Stop, start and cancel a transfer that is in progress	5

Functionality grouping	BRS Number	Functionality	Weight
Transfer Reporting/ monitoring Requirements	TRR3	Full log of objects being transferred per batch and summarized to transfer level.	5
Transfer Reporting/ monitoring Requirements	TRR4	Error messages to be clear and indicate which objects failed and for what reasons	5
Transfer Reporting/ monitoring Requirements	TRR5	All transfer history to be kept for 1 year	5
Field definitions requirements (Refer Appendix A)	FDR1	The list in Appendix A, lists all fields as required for the interface between SAP and Primavera. The list also shows which fields are required for scheduling, activity codes (Global, Enterprise Project Structure (EPS) and User Defined Field (UDF)) and synchronization rules	5
Filter Criteria Requirements	FCR1	Main Selection criterion: The SAP PM Revision will be the main selection criterion to select SAP data by that needs to be transferred to P6	5
Filter Criteria Requirements	FCR2	Project identification: By default the SAP PM data should be transferred to the Primavera project equivalent to the revision selected in FDR2. The project in P6 should be created with the same name as the revision code in SAP	5
Filter Criteria Requirements	FCR3	Project identification: An optional transfer would be to transfer the revision data to another project in P6. This scenario is triggered if you want to transfer the PS project structure as well. In this case the P6 project name should be equal to the SAP PS project definition. The revision mapping to PS project code will be maintained in custom table on the SAP side.	5

Functionality grouping	BRS Number	Functionality	Weight
Filter Criteria Requirements	FCR4	Transfers with WBS structure selected: The Primavera Project name must be equal to the SAP Project ID. The SAP WBS must be transferred first and create the EPS WBS structure under the P6 Project ID. The relevant activities must then be transferred and linked to the correct WBS EPS object. . Below is an example to illustrate the requirement Current WBS mask in SAP : X. XXXXXXX. X. Xx. Xxx. Xx. X Let's replace with letters : a. bcdefgh. i. jk, lmn. op. qr: WBS in Primavera to start with a.bcdefgh. Create a project in Primavera : Project ID =a.bcdefgh	5
Filter Criteria Requirements	FCR5	Selecting multiple revisions. When a revision is specified e.g. REV123 then all revisions starting with this combination must be selected. i.e. revision REV1234 must be selected or REV123-4 etc.	5
Filter Criteria Requirements	FCR6	Selection fields: The interface must allow the planner to select the data items required for transfer based on a given set one or more criterion) to define the selection criteria to be used in filtering the data items. of criteria. The planner can use a combination of criterion (see Appendix B for minimum selection fields to be available)	5
Work Order (WO) and Operation Definitions:	WOO1	Work Order (WO) and Operation Definitions: In a Primavera-SAP linked project there is a one-to-one relationship between linked SAP Operations and Primavera Activities. In order to maintain the work orders in Primavera the following business rules must be adhered to. In Primavera, the Activity ID must be unique within a project. In order to achieve this, the interface will use the following mapping rule: Activity Id = Work Order Number + "-" + Operation Number In this example , if the WO Number = WWWWWWWW and one of its operations has a number 0010 in SAP then the Primavera Activity ID would appear as WWWWWWWW-0010 in Primavera.	5

Functionality grouping	BRS Number	Functionality	Weight
Work Order (WO) and Operation Definitions:	WOO2	Sub operations are not currently being used but there must be a configurable option to transfer sub operation in the future	5
Work Order (WO) and Operation Definitions:	WOO3	If an operation's description is blank in SAP, then the interface must not write these operations with blank descriptions to Primavera but rather write each Activity Id with a flag "Op Description Blank" to an error log.	5
Work Order (WO) and Operation Definitions:	WOO4	Removal of existing Primavera activities that are linked to a SAP Work Order must be performed in SAP through the removal of the corresponding Work Order Operation. The corresponding Primavera activity would then be marked for deletion through the interface – using the delete indicator (see URN-6). These Primavera activities will not be included in any Primavera-to-SAP transfers. The scheduler will delete the activities in Primavera that were marked for deletion by the interface	5
Data Transfer Rules	DTR1	One or more revisions in SAP can be transferred to a project in P6. The number of data items to be transferred from SAP to P6 can be significant. Need a data volume threshold indicator to alert planner when performance (transfer time) will be impacted due to the large volume of data.	5
Data Transfer Rules	DTR3	New work orders added to a revision in SAP must be appended to its linked Project in P6 during data transfer.	5
Data Transfer Rules	DTR4	New operations added to a work order/s in SAP must be inserted as activities in its linked Project in P6 during data transfer.	5
Data Transfer Rules	DTR5	Operation Work Center assignments exchanged between Primavera (Primary Resource) and SAP (Work Centre Description) will be controlled by SAP for both initiation and maintenance. For primary resource assignment in Primavera the following fields will always be updated from SAP, - Primary Resource (P6) = Work Centre (SAP) - Resource Names, - Resource Id and - Resource Names	5

Functionality grouping	BRS Number	Functionality	Weight
Data Transfer Rules	DTR6	Planners create secondary resources such as equipment required to do the work against an activity in P6. The interface must not delete these secondary resources created in P6.	5
Data Transfer Rules	DTR8	Once a Primavera activity has started, changes to the Remaining Units and Remaining Duration are allowed in Primavera. These values are not updated between SAP and Primavera through the interface	5
Data Transfer Rules	DTR9	The interface will not perform any deletions in P6, - Do not delete operations in P6 that are not in SAP - Operations in SAP that have their system status set to TECO, CLD or DLT must not be deleted from its associated project in P6 - During data transfers between SAP and P6, the interface must not delete the relationships created in P6 - Do not delete operations in P6 due to filter changes	5
Data Transfer Rules	DTR10	Overwrite original duration (OD): During the initial creation of the project in P6, the duration for each operation is transferred from SAP to its corresponding activity in P6 by populating the "Original Duration" field with the duration value. Thereafter, for every download from SAP to P6, the interface to check if the OD value in P6 = Duration value in SAP. If not, overwrite the OD value in P6 with the duration value from SAP.	5
Data Transfer Rules	DTR11	No transfer of Primary Constraints: During data transfers, primary constraints (As late as possible, Must start On, Must finish On, Cannot Start Before, etc.) and dates associated with the constraints are NOT to be updated between SAP and P6. If primary constraint is set for an activity in P6 the interface must not update SAP.	5
Data Transfer Rules	DAR1	The activity's Planned Start Date & Time in P6 will be transferred to the corresponding Operation's Early Start Date & Time in SAP. Similarly, the activity's Planned Finish Date & Time in P6 will be transferred to the corresponding Operation's Early Finish Date & Time in SAP Planned. Interface must set work order system status to DSEX (Date set externally).	5

Functionality grouping	BRS Number	Functionality	Weight
Data Transfer Rules	DAR2	For activities that have finished, no early and finish dates in SAP will be updated from Primavera.	5
Data Transfer Rules	DAR3	The activity's Actual Start & Finish dates in P6 will always be updated from the corresponding operation's Actual Start & Finish dates in SAP- SAP is the master. However, if the operation in SAP does not have actual start or finish date values but its corresponding activity in P6 has actual start or finish date values entered by the scheduler then the interface must not overwrite these actual date values in P6 with null values from SAP. These actual date values in P6 can only be overwritten once their corresponding actual date values in SAP are not null	5
Data Transfer Rules	DAR4	When the activity's Actual Finish date in P6 is updated from SAP, the remaining duration must be automatically set to zero by Primavera.	5
SAP Deleted Data Indicator	DDI1	An indicator will be set in Primavera at the activity level as and when the interface identifies an activity that needs to be deleted because the corresponding SAP operation has been deleted or the activity is not linked to a SAP operation. This will enable the scheduler to readily identify and review these activities in Primavera prior to deletions. This has been identified as Global Activity Code Interface Deleted. This has been identified as Global Activity Code, "SAP not relevant for Scheduling".	5
SAP Deleted Data Indicator	DDI2	This indicator will not be cleared by the interface. The planner is responsible to clear this indicator after review. Activities identified for deletion should be deleted from the Primavera-SAP linked project	5

Functionality grouping	BRS Number	Functionality	Weight
SAP Updated Data Indicator	UDI1	A requirement has been established that an indicator be set in Primavera at the activity level whenever the interface updates an activity from SAP to Primavera. This will enable the planner to readily identify new and changed records in Primavera, other than activity deletions, for review. This has been identified as Global Activity Code "Interface Change". The idea is for the Planner to be able to identify those operations where changes were made since the last update from SAP to Primavera. These can be Duration changes, Work Centre changes, Description changes etc. It can be very useful for the Planners to have this function available/ Also indicates all new activity records that were inserted	5
SAP Updated Data Indicator	UDI2	This indicator will not be cleared by the interface. The planner is responsible to clear this indicator after review	5
Dummy Activity Indicator	DAI1	Scheduling practices sometime employ "dummy" activities to reflect work windows, etc. Since any Primavera activity found that is not linked to a corresponding SAP operation will be marked for deletion through the interface. These "dummy" operations can be flagged by the scheduler using the "Dummy Activity Indicator" as non-SAP activities. This indicator will then enable the scheduler to distinguish between SAP deleted activities and non-SAP deleted activities. This has been identified as Global Activity Code "Dummy Activity". This indicator is not used by the interface, only optionally by the scheduler. The scheduler's is responsible to set and clear this indicator	5

2.3 Non- Functional Requirements

Functionality grouping	BRS Number	Functionality	Weight
Integration	IN1	Does the product offer both Cloud and on-premises deployment options	6
Integration	IN2	Please describe how your application/ product connects with SAP?	5
Integration	IN3	Please describe how your application/ product connects with Primavera?	6

Functionality grouping	BRS Number	Functionality	Weight
Version Management	VM1	Is the product / application compatible with the current versions of ESKOM SAP S/4HANA 2023 and Primavera 23.12 (as of 2025/09/14)	6
Version Management	VM2	Does the product retain compatibility for future versions of SAP and Primavera?	6
Roadmap	RM1	What is the end of life for your current product version?	6
Roadmap	RM2	What is the roadmap of the product application for the next 10 years?	6
Supplier Evaluation	SV1	Please describe your company's experience (implementation partner included) in providing [specific product/service]. How long have you been in this industry, and what are some key projects or clients that demonstrate your capabilities. Provide details (in a separate sheet) of where you have successfully implemented the recommended Middleware Tool platform in the past 5 years. Select the number of companies that apply in Column E8 drop down list. In a separate document, provide the following: 1. Company name and contact person 2. Industry 3. Company size 4. Transaction size 5. Number of users 6. Implementation scope (should include design, development and configuration, testing, change management) 7. Implementation duration.	6
Supplier Evaluation	SV2	Do you have 3rd line support for this product /application?	6
Supplier Evaluation	SV3	Indicate whether you have capability to provide classroom training for Technical Users (Technical, Support, Development) that will support the platform and maintain the application / product?	6

Functionality grouping	BRS Number	Functionality	Weight
Supplier Evaluation	SV4	Provide a proposed implementation project plan which includes: a) Overall implementation plan b) Time for business rules and other customization c) Training during for the Eskom Functional & Technical Support Staff The supplier must clearly demonstrate how they will capacitate the project to ensure they will complete on or before time and within the budget and the right quality.	6
Supplier Evaluation	SV5	Tenderer must be recognised as the OEM or a system integrator partner or OEM certified	6
Licensing	LI1	Please provide licensing options, be it per instance or per user or other.	6
Licensing	LI2	How do you apply your licensing model if we have multiple Primavera instances.	6
Licensing	LI4	Can multiple middleware instances be replaced by a single instance, still managing transfers to multiple Primavera instances?	6
System Performance	LI5	Eskom requires the solution to have the 90th percentile transaction response time for 350 concurrent users to be less or equal to 3 seconds.	6
System Performance	LI6	Eskom requires the solution to support average throughput for 350 concurrent users to be 142000 bytes / sec or more.	6
System Performance	LI7	Eskom requires the solution to have an average hit rate greater than 114 hits / sec for 350 concurrent users.	6
System Performance	LI8	Eskom requires the solution to be able to handle 350 concurrent users.	6

2.4 Architecture Requirements

Functionality grouping	BRS Number	Functionality	Weight
Architecture Requirements	ARC1	Provide a short and long-term roadmap for the proposed solution/product.	6
	ARC2	Provide detailed architecture of the proposed product/application describing all tiers of the solution model.	6

Functionality grouping	BRS Number	Functionality	Weight
	ARC3	To what extent is the application layering or separation of concern implemented, in other words, are the presentation layer, business logic layer and data access layers separated?	6
	ARC4	List the server infrastructure platforms supported for the proposed system. Detail preference, certified, support by model, series, versions etc.	6
	ARC5	Is the proposed solution supported on X86 hardware architecture?	6
	ARC6	Provide details of the client implementation. Is the client web based, is there a client component that must be installed on the desktop?	6
	ARC7	How does the application handle incremental memory required by additional users or capacity?	5
	ARC8	Componentisation - to what extent is your solution assembled from reusable components? How composable is the architecture of the system?	4
	ARC9	How does the solution enable anytime access, 24x7 availability, with no down time allowed for batch processing? Please elaborate.	3
	ARC10	How does the solution enable zero latency, near real-time information processing? Please elaborate.	4
	ARC11	Which integration protocols does the application support, for example SOAP, HTML, JMS etc.	6
	ARC12	Is the database support based on native interfaces or ODBC (Open Database Connectivity)/ JDBC (Java Database Connectivity)	6
	ARC13	List the infrastructure/hardware virtualised environments the solution is compatible with, for example Hypervisor, VMware etc.	6
	ARC14	What type of performance tuning can be applied to integration services that will be implemented on the proposed product? For example, capability to do thread pooling, scaling of instances on demand, caching for reduced latency etc.	6
	ARC15	Does the solution have a load balancing capability? If yes, provide more details.	4

Functionality grouping	BRS Number	Functionality	Weight
	ARC16	How many environments will you setup for the proposed solution? For example, Production, QA, Development, Testing, Training etc.	4
	ARC17	Provide details regarding the configuration considerations and server deployments that you recommend ensuring high availability of the proposed solution.	6
	ARC18	Does the solution support scheduled Jobs?	6
	ARC19	Describe the system's ability to import/export data in different formats.	3
	ARC20	How does the application manage inactive accounts?	3
	ARC21	How does the application enable accounts lock-out/suspension following a number (3) of incorrect password attempts?	6
	ARC22	Describe the system's ability to configure user-passwords to be reset or expire at pre-defined intervals.	6

2.5 Security Requirements

Functionality grouping	BRS Number	Functionality	Weight
Security Requirements	SEC1	ISO Certifications The Tenderer shall have a valid ISO27001 certificate	6
	SEC 2	Integration to Eskom's existing Identity Providers (IdP's) Integration to Eskom's existing IdP's such as Microsoft (MS) on-prem active directory (AD) and MS Entra ID to enable Multi-factor Authentication (MFA) and Single sign on (SSO). The proposed solution shall be able to integrate with MS AD, Entra ID and support SAML 2.0, OAuth 2.0 and Open ID to enable MFA and SSO.	5
	SEC 3	RBAC The proposed solution shall support and employ RBAC mechanism.	5
	SEC 4	Encryption Standard The proposed solution shall encrypt data at rest using at minimum AES-256, in use and in transit (or in motion) using at minimum TLS 1.2 or later version.	5

Functionality grouping	BRS Number	Functionality	Weight
	SEC 5	Audit Trails, Logs, User and Activity Logs The proposed solution shall have Audit trails, logs, user administration and user activity logs enabled, encrypted, and securely kept with limited access to administrators.	5
	SEC 6	Data Masking Sensitive data such as PII shall be masked on the non-production environments to lessen exposure. Provide details of the client implementation. Is the client web based, is there a client component that must be installed on the desktop?	6
	SEC 7	Daily Incremental Back Ups Incremental daily back-ups shall be done, encrypted, and securely kept offsite.	5
	SEC 8	Real-time data synchronization or data replication The Tenderer shall employ real-time data synchronization or data replication to a secondary or disaster recovery (DR) site, located in different region.	5
	SEC 9	DRP The Tenderer shall have Disaster Recovery Plan (DRP) and Back up Restore Plan defined, annually tested.	6
	SEC 10	Patch Management Patch Management Process shall be defined. Software updates and patches shall be tested on development environment prior being deployed into production environment.	5
	SEC 11	Application Security (AppSec) Tests The Tenderer shall perform static application security test (SAST), and dynamic application security test (DAST), vulnerability assessment, penetration test prior deploying the cloud system to production environments.	6
	SEC 12	Database Security Management The Tenderer shall place the database behind the perimeter firewall.	6
	SEC 13	Integration Security The proposed SaaS solution shall support the prevailing enterprise services bus (ESB), application programmable interfaces (API's) and Integration Platform as a Service (iPaaS) platforms for security, logging and monitoring for both on-prem, hybrid-cloud and multi-cloud environments.	5

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Functionality grouping	BRS Number	Functionality	Weight
	SEC 14	Siem Integration The system shall be able to integrate with SIEM standard technologies such as Syslog, Windows events logging, SNMP and API, etc.	4

Weight	Rating Name	Description
0	No interest	This rating verifies the requirement has been considered by the appropriate subject matter experts, and they have no need of it now or in the future.
1	Nice to have	If satisfied, the features associated with this requirement could possibly be used. Nothing to worry about if this requirement is unsatisfied.
2	Useful	If satisfied, the features associated with this requirement are very likely to be used. If this requirement is unsatisfied, there would be no inconvenience.
3	Important	Without features to satisfy this requirement there is noticeable inconvenience, but that can be worked around with some effort.
4	Very important	If the software does not adequately meet this requirement, there would be significant effort expended in working around that limitation.
5	Critical	There would be major limitations using the software without this requirement being adequately met. If the features are missing or inadequate, this software has a significant chance of being excluded from the software selection.
6	Show stopper	If the software does not meet this requirement, the software is automatically excluded. Few requirements are true show stoppers, usually most of these are critical.

2.6 Training/Transfer of skills:

Comprehensive training must be provided to Core users and support staff to ensure effective adoption of the new tool. The tenderer should accommodate training of 20 core users and support staff. This includes hands-on sessions, user guides, and ongoing support to build confidence and competence in using the system.

- Technical training / knowledge transfer will be required for resources responsible for internal support
- Functional training / skills transfer will be required for resources responsible for internal support
- Training approach will be “train internal trainers” who will deliver training to end users

2.7 Testing

The testing team will be responsible to:

- Acquire the testing requirements
- Develop the test cases for approval by Eskom
- Conduct testing to ensure that the solution is comprehensively evaluated for implementation in the Eskom IT environment.

The testing staff may not be the same staff as the configuration, development and implementation staff assigned to the Project.

All testing must be completed on Eskom's test management systems (Application Lifecycle Management, Load Runner and Unified Functional Tester) and the tenderer must ensure that test staff is skilled in using the test management systems, Defects reporting and management throughout the project.

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The following testing and testing milestones must be completed. A signed off test closure report is required before a test milestone is completed.

- Unit testing – test results from the tenderer' 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 & executed by the tenderer but must include Eskom staff for completeness & authenticity.
- Non-Functional Testing (performance testing and disaster recovery (DR) testing): This testing must be driven & executed by the tenderer but must include Eskom staff for completeness & authenticity.
- User Acceptance Testing (UAT): 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 & authenticity.

All testing requirements must cover all identified functionality that have been identified.

Deliverable Acceptance Criteria:

The following artefacts must be produced:

Build, configure & Test:

- Solution technical specifications
- Built solution in the Dev environment (unit testing exit criteria met)
- QA/test and/or Pre-Prod environment prepared for SIT, UAT and performance testing
- Defects raised during the SIT, UAT test cycles addressed
- Tested solution ready to be deployed to the Production environment

2.8 Service Level Agreement requirements

Establish a 5-year maintenance and support agreement (3rd line support) to ensure ongoing business continuity and system reliability. 1st and 2nd line support will be handled by ESKOM internal resources.

3rd Line support required:

System classification	Priori ty	Mean time to respond (mins)	Mean time to resolve (Hrs)	Target (%)
Safety and Revenue Critical	P1	30	4	100
Safety and Revenue Critical	P2	60	8	99

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System classification	Priority	Mean time to respond (mins)	Mean time to resolve (Hrs)	Target (%)
Safety and Revenue Critical	P3	120	24	99
Safety and Revenue Critical	P4	240	96	99

Escalation procedure within the prescribed support period

Escalation level	Eskom	Supplier
First level	Application Support Manager	Operations Manager
Second level	Middle Manager Solution Support	Senior Manager
Third level	Senior Manager	Managing Director

Priority classification

Priority	Description
P1	Critical
P2	Important
P3	Normal
P4	Low

Performance Reports

The Supplier shall submit monthly performance reports to Eskom's Application Support Manager. These reports must include:

- SLA adherence statistics
- Root cause analysis of any incidents
- Summary of resolved and unresolved issues
- Recommendations for performance improvements

Penalty Triggers for SLA Breach

Penalties shall apply if the Supplier fails to meet the agreed Mean Time to Respond (MTTR) or Mean Time to Resolve (MTTR) targets as defined in the SLA table.

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Penalty Structure

SLA Priority	Resolution Time Breach	Penalty per Incident
P1 (Critical)	> 4 hours	R 25,000
P2 (Important)	> 8 hours	R 15,000
P3 (Normal)	> 24 hours	R 5,000
P4 (Low)	> 96 hours	R 2,000

Cumulative Penalties

If cumulative penalties exceed R100,000 in any rolling 3-month period, Eskom reserves the right to:

- Escalate to second-level management
- Initiate a formal service review
- Withhold milestone payments until corrective action is implemented

Exemptions

Penalties shall not apply where delays are caused by:

- Eskom's failure to provide required access or information
- Force majeure events as defined in the contract

2.9 Implementation Period for new system/solution

6-8 Months from contract placement

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3 Approval:

End user / requestor:	Name:	Gerrie Kruger
	Designation:	Chief Advisor Application Operations (SAP PM)
	Date:	2025/10/20
	Signature:	
Senior Manager:	Name:	Varsha Pillay
	Designation:	Senior Manager Application Operations
	Date:	21st October 2025
	Signature:	

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4 Appendixes

4.1 Appendix A – List of Mapped Fields

The following are all the mapped fields between SAP and Primavera

(Transfer A) SAP to P6

(A1) Project/Revision --> Project

Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A1-0010	Order	Revision	CAUFVD-REVNR	Project	Project ID	N	Nuclear: Take the first 6 digits of the Revision code and map to the Primavera Project ID. Only applicable for plant code 3400. Revisions will be prefixed UN (Outage) or U (Online). Authorization will be controlled by Z-table ZTUIP. Value of P in field ZAFDE allows Outage, value of O allows Online.
A1-0020	Revision	Project ID (Z-Table)	CAUFVD-PRONR	Project	Project ID	F	Fossils Outage: The first two levels of the WBS will become the P6 Project ID
							Z-table ZEPC_ESK_REVPROJ determines outage project id and revision type. Authorization will be controlled by Z-table ZTUIP. Value of P in field allows Outage.
A1-0030	Revision	Plant + Revision	CAUFVD-PRONR	Project	Project ID	F	Fossils Online: Online has plant pre-fix to revision ID with "-". Otherwise, revision ID. All mappings are 1:1 between SAP revision ID and P6 Project ID. The entire SAP revision ID will be used for the P6 project ID, regardless of length. Absence of an entry for Revision in Z-table

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Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
							ZEPC_ESK_REVPROJ deems the Revision to be Online. Authorization will be controlled by Z-table ZTUIP. Value of O allows Online.

(A2) WBS/Hierarchy --> WBS/Hierarchy

Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A2-0010	WBS	WBS	CAUFCD-PSPEL	WBS	WBS	F	For Fossils Outage; Full Hierarchy with First Batch
A2-0020	WBS	Name	PRPS-POST1	WBS	Description	F	
A2-0030	WBS	[Parents]		WBS	[Hierarchy]	F	Only additions will need to be considered. Deletions of WBS elements in SAP will not be replicated in Primavera but will be flagged using a Primavera UDF flag (e.g., "red") in the Data Alignment transfer. WBS elements deleted in Primavera will be recreated in SAP during the next transfer. Movements of WBS elements in SAP will result in duplications of WBS elements in Primavera.
A2-0040	WBS	WBS Element		WBS UDF	SAP WBS Element	F	The full SAP WBS Element ID.
A2-0050	WBS	[Technical]		WBS UDF	SAP Valid WBS	F	Set to Green. Will be set to red if WBS is found to have been removed from SAP, or moved to a different parent, in Data Alignment transfer.

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Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A2-0060	WBS	[Technical]		WBS UDF	SAP Last Transfer Date	F	Identifies those WBS where changes were made since the last update from SAP to Primavera, including additions.

(A3) Operation --> Activity

Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A3-0010	Work Order	Order [ID]	CAUFVD-AUFNR	Activity	[First part of] Activity ID	N	"Order Number"-"Operation Number". All operations are to be brought over, independent of status.
							New activities are to be brought over associated with the top WBS node.
							Settings: <u>Duration Type</u> Fixed Duration and Units/Time, <u>Percent Complete Type</u> Duration, <u>Activity Type</u> Task dependent. <u>Default calendar:</u> Adopt P6 default calendar
A3-0020	Work Order	Order [ID]	CAUFVD-AUFNR	Activity	[First part of] Activity ID	F	"Order Number"-"Operation Number". All operations are to be brought over, independent of status.
							WBS Assignment
							For Fossil Outages: New operations are to be brought over associated with and associated to their SAP WBS node. If the WO or operations are not associated with a valid or blank WBS in SAP,

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							they will still be transferred to Primavera, but associated with the top level "root" P6 WBS.
A3-0030	Operation	Operation Number	AFVGD-VORNR	Activity	[Second part of] Activity ID	N, F	"Order Number"-"Operation Number"
A3-0040	Operation	[Technical]		Activity UDF	SAP Last Transfer Date	N, F	Identifies those activities where changes were made since the last update from SAP to Primavera, including additions.
A3-0050	Operation	[Technical]		Activity UDF	SAP Relevant for Scheduling	N, F	Checkbox indicating which P6 activities are no longer relevant for scheduling: in SAP either deleted, have a deletion flag set, or associated with a different (or no) revision code. Missing Orders transfer is also used to find any orders removed from SAP periodically
A3-0060	Work Order	Functional Location ID	CAUFVD-TPLNR	Activity	[First part of] Activity Name	N, F	Nuclear:
							"FLOC ID" - "Operation Short Text".
							If the SAP short text is empty, write into P6 "Added without Description". Nuclear only.
							Nuclear Floc ID without the first 3 characters "38-".

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Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
							Fossils: there will be no first part of the activity name. Fossils will use only the second part as the full activity name.
A3-0070	Operation	Operation short text	AFVGD-LTXA1	Activity	[Second part of] Activity Name	N, F	
A3-0080	Operation	Operation Long Text		Activity Notebook Topic	Notebook Type "SAP Long Text"	N, F	
A3-0090	Operation	Duration	AFVGD-DAUNO	Activity	Planned Duration [Client: Original Duration]	N, F	Change to Fixed Units/Time. Note that remaining duration may be impacted through such Primavera settings (remaining duration will not be updated through the interface).
A3-0100	Operation	Actual Start Date & Time	AFVGD-ISDD	Activity	Actual Start	N, F	If P6 has an "Actual Start" AND SAP has no "Actual Start", do not remove the Actual Start in P6.
A3-0110	Operation	Actual Finish Date & Time	AFVGD-IEDD	Activity	Actual Finish	N, F	Actual Finish should be set even if the Remaining Duration is greater than zero. The Remaining Duration should then be zero. Only update the "Actual Finish" date if SAP operation system status is TECO or CNF.
A3-0120	Operation	Work Center	AFVGD-ARBPL	EPS-level Activity Code	EC "Gx-[Plant]-Operation Work Center"	N, F	
A3-0130	Operation	Control Key	AFVGD-STEUS	Global Activity Code	GC "SAP Control Key"	N, F	

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Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A3-0140	Operation	System Condition	AFVGD-ANLZU	Global Activity Code	GC "SAP Operation System Condition"	N, F	
A3-0150	Operation	System Status	CAUFVD-STTXT	Activity UDF	UDF "SAP Operation System Status"	N, F	
A3-0160	Operation	Activity Type	AFVGD-LARNT	Global Activity Code	GC "SAP Activity Type"	N, F	
A3-0170	Operation	UDF USR00	AFVGD-USR00	Activity UDF	UDF Named per Z-table field USR00_LABEL	N, F	Fields USR00 - USR11 will map to P6 UDFs as defined on the Z Table Z_EPC_CEI_UDFLABL driven by Field Key and optionally Plant. If no record available for the Field Key a warning will be raised. If the label field is null, the UDF will not be sent.
A3-0180	Operation	UDF USR01	AFVGD-USR01	Activity UDF	UDF Named per Z-table field USR01_LABEL	N, F	
A3-0190	Operation	UDF USR02	AFVGD-USR02	Activity UDF	UDF Named per Z-table field USR02_LABEL	N, F	
A3-0200	Operation	UDF USR03	AFVGD-USR03	Activity UDF	UDF Named per Z-table field USR03_LABEL	N, F	

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Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A3-0210	Operation	UDF USR04	AFVGD-USR04	Activity UDF	UDF Named per Z-table field USR04_LABEL	N, F	
A3-0220	Operation	UDF USR05	AFVGD-USR05	Activity UDF	UDF Named per Z-table field USR05_LABEL	N, F	
A3-0230	Operation	UDF USR06	AFVGD-USR06	Activity UDF	UDF Named per Z-table field USR06_LABEL	N, F	
A3-0240	Operation	UDF USR07	AFVGD-USR07	Activity UDF	UDF Named per Z-table field USR07_LABEL	N, F	
A3-0250	Operation	UDF USR08	AFVGD-USR10	Activity UDF	UDF Named per Z-table field USR08_LABEL	N, F	
A3-0260	Operation	UDF USR09	AFVGD-USR11	Activity UDF	UDF Named per Z-table field USR09_LABEL	N, F	
A3-0270	Operation	UDF USR10	AFVGD-USR10	Activity UDF	UDF Named per Z-table field USR10_LABEL	N, F	
A3-0280	Operation	UDF USR11	AFVGD-USR11	Activity UDF	UDF Named per Z-table field USR11_LABEL	N, F	

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(Transfer A) SAP to P6

(A1) Project/Revision → Project

Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A1-0010	Order	Revision	CAUFVD-REVNR	Project	Project ID	N	Nuclear: Take the first 6 digits of the Revision code and map to the Primavera Project ID. Only applicable for plant code 3400. Revisions will be prefixed UN (Outage) or U (Online). Authorization will be controlled by Z-table ZTUIP. Value of P in field ZAFDE allows Outage, value of O allows Online.
A1-0020	Revision	Project ID (Z-Table)	CAUFVD-PRONR	Project	Project ID	F	Fossils Outage: The first two levels of the WBS will become the P6 Project ID
							Z-table ZEPC_ESK_REVPROJ determines outage project id and revision type. Authorization will be controlled by Z-table ZTUIP. Value of P in field allows Outage.
A1-0030	Revision	Plant + Revision	CAUFVD-PRONR	Project	Project ID	F	Fossils Online: Online has plant pre-fix to revision ID with "-". Otherwise, revision ID. All mappings are 1:1 between SAP revision ID and P6 Project ID. The entire SAP revision ID will be used for the P6 project ID, regardless of length. Absence of an entry for Revision in Z-table ZEPC_ESK_REVPROJ deems the Revision to be Online. Authorization will be controlled by Z-table ZTUIP. Value of O allows Online.

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(A4) Work Order Header --> Activity Codes/UDF

Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A4-0010	Work Order	Main Work Center	CAUFVD-VAPLZ	EPS-Level Activity Code	EC "Gx-[Plant]-Main Work Center"	N, F	
A4-0020	Work Order	Order Number	CAUFVD-AUFNR	Activity UDF	UDF "SAP Order Number"	N, F	
A4-0030	Work Order	Order Type	CAUFVD-AUART	Global Activity Code	GC "SAP Order Type"	N, F	with Description
A4-0040	Work Order	Planner Group	CAUFVD-INGPR	EPS-Level Activity Code	EC "Gx-[Plant]-Planner Group"	N, F	with Description
A4-0050	Work Order	Plant	CAUFVD-IWERK	Global Activity Code	GC "SAP Plant"	N, F	with Description
A4-0060	Work Order	Plant Section	ILOA-BEBER	EPS-Level Activity Code	GC "Gx-[Plant]-Plant Section"	N, F	with Description and with plant prefix
A4-0070	Work Order	PM Activity Type	CAUFVD-ILART	Global Activity Code	GC "SAP PM Activity Type"	N, F	with description and prefixed with order type
A4-0080	Work Order	Priority	CAUFVD-PRIOK	Global Activity Code	GC "SAP Priority"	N, F	
A4-0090	Work Order	Revision	CAUFVD-REVN	EPS-Level Activity Code	EC "Gx-[Plant]-Revision"	N, F	
A4-0100	Work Order	System condition	CAUFVD-ANLZU	Global Activity Code	GC "SAP Order System Condition"	N, F	with Description
A4-0110	Work Order	Basic Start Date & Time	CAUFVD-GSTRP	Activity UDF	UDF "SAP Basic Start Date"	N, F	

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Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A4-0120	Work Order	Basic Finish Date & Time	CAUFVD-GLTRP	Activity UDF	UDF "SAP Basic Finish Date"	N, F	
A4-0130	Work Order	Functional Location	CAUFVD-TPLNR	EPS-Level Activity Code	EC "Gx-[Plant]-Functional Location"	N, F	with Description.
							Exclude the first 3 characters of the FLOC name
A4-0140	Work Order	Location	ILOA-STORT	EPS-Level Activity Code	EC "Gx-[Plant]-Location"	N, F	
A4-0150	Work Order	Room	ILOA-MSGRP	Activity UDF	UDF "Gx-[Plant]-Room"	N, F	
A4-0160	Work Order	User Status	CAUFVD-ASTTX	Activity UDF	UDF "SAP Order User Status"	N, F	The full string will be brought over.
A4-0170	Work Order	WBS Element	ILOA-PROID	Activity UDF	UDF "SAP WBS Element"	N, F	
A4-0180	Work Order	ABC Indicator	ILOA-ABCKZ	Global Activity Code	GC "SAP ABC Indicator"	N, F	with Description
A4-0190	Work Order	Entered by	CAUFVD-ERNAM	Global Activity Code	GC "SAP Order Entered By"	N, F	
A4-0200	Work Order	Created on	CAUFVD-ERDAT	Activity UDF	UDF "SAP Order Created On"	N, F	
A4-0210	Work Order	Changed by	CAUFVD-AENAM	Global Activity Code	GC "SAP Order Changed By"	N, F	
A4-0220	Work Order	Changed on	CAUFVD-AEDAT	Activity UDF	UDF "SAP Order Changed On"	N, F	
A4-0230	Work Order	Cost Center	ILOA-KOSTL	EPS-Level Activity Code	EC "Gx-[Plant]-Cost Center"	N, F	

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(A5) Work Centers --> Resources

Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A5-0010	Operation	Work Center [ID]	AFVGD-ARBPL	Resource	Resource ID	N, F	"Gx"-"Plant ID"-"Work Center ID".
A5-0020	Work Center	Work Center Description	P1000-STEXT	Resource	Resource Name	N, F	
A5-0030	Work Center	Capacity Category	RC68A-KAPART	Resource	Resource Type	N, F	If Person or blank => Labor otherwise non-Labor
A5-0040	Work Center	Capacity		Resource	Default Units/Time	N, F	Calculated as capacity= available time per day * number of resources.

(A6) Operation Work Center --> Resource Assignment

Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A6-0010	Operation	Work Center [ID]	AFVGD-ARBPL	Resource Assignment	Resource ID	N, F	If work center on Operation, set as "Primary Resource"
A6-0020	Operation	Number	AFVGD-ANZZL	Resource Assignment	Budgeted Units/Time	N, F	
A6-0030	Operation	Actual work	AFVGD-ISMNW	Resource Assignment	Actual Units	N, F	

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(A7) Relationships --> Relationships

Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Logic
A7-0010	WO Operation	Predecessor		Activity	Predecessor	F	Only when a new activity is created in Primavera from SAP.
A7-0020	WO Operation	Successor		Activity	Successor	F	Only when a new activity is created in Primavera from SAP.
A7-0030	WO Operation	Relationship Type		Activity	Relationship Type	F	Only when a new activity is created in Primavera from SAP.
A7-0040	WO Operation	Lag		Activity	Lag	F	Only when a new activity is created in Primavera from SAP.
A7-0050	WO Operation	Lag Unit		Activity	Lag Unit	F	Only when a new activity is created in Primavera from SAP.

(Transfer B): P6 to SAP

(B1) Dates --> Constraints

Mapping No	P6 Object	P6 Field	SAP Field Name	SAP Object	SAP Field		Notes: Logic
B1-0010	Activity	Start	AFVGD-NTANF	Operation	Constraint Start Date/Time	N, F	If activity is completed in SAP (CNF), no update of start and finish dates in SAP from P6. Using the constraint start and finish date will fill in and enforce the basic start and finish dates in SAP. Set Constraint Type "Must Start On".

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Mapping No	P6 Object	P6 Field	SAP Name	Field	SAP Object	SAP Field		Notes: Logic
B1-0020	Activity	Finish	AFVGD-NTEND		Operation	Constraint Finish Date/Time	N, F	Set Constraint Type "Must Finish On".

(Transfer C): Data Alignment WBS and Missing Orders

(C1) Missing Orders

Mapping No	P6 Object	P6 Field	SAP Name	Field	SAP Object	SAP Field		Notes: Logic
C1-0010	N/A	N/A			Activity	SAP Relevant for Scheduling	F	Read when P6 Activity does not have an SAP order.

(C2) WBS Alignment

Mapping No	SAP Object	SAP (GUI) Field	SAP Name	Field	P6 Object	P6 Field	Division	Logic
C2-0010	Project	WBS	CAUFCD-PSPCL		WBS	WBS	F	For Fossils Outage
C2-0020	WBS	Name	PRPS-POST1		WBS	Description	F	
C2-0030	WBS	[Hierarchy]			WBS	[Hierarchy]	F	All SAP WBS will be replicated in P6.
C2-0040	WBS	N/A			WBS UDF	SAP WBS Element	F	Set to null on any P6 WBS which do not have a corresponding SAP WBS.

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Mapping No	SAP Object	SAP (GUI)	Field Name	P6 Object	P6 Field	Division	Logic
C2-0050	N/A	N/A		WBS UDF	SAP Valid WBS	F	Set to Red on any P6 WBS which do not have a corresponding SAP WBS.
C2-0060	WBS	[Technical]		WBS UDF	SAP Last Transfer Date	F	Identifies those WBS where changes were made since the last update from SAP to Primavera, including additions and orphans.

Messages

Mapping No	Type	Message
A1-0010-M1	Error	Revision has not been transferred as P6 Project [P6_PROJECT_ID] does not exist
A1-0010-M2	Error	Order [ORDER_ID] has not been transferred as P6 Project [PROJECT_ID] does not exist
A3-0020-M1	Warning	P6 Activity [ACTIVITY_ID] not found in SAP Order, flagging it as not relevant
A3-0170-M1	Warning	Field Key [FIELD_KEY] used on Operation [ACTIVITY_ID] should not be used in Plant [PLANT]
A7-0010-M1	Don't Send	Missing P6 Activity for relationship.
C1-0010-M1	Warning	SAP Order [ORDER_ID] not found in Revision [REVISION] flagging activity as not relevant
C1-0010-M2	Warning	SAP Operation [ACTIVITY_ID] not found in Revision [REVISION] flagging activity as not relevant
C2-0010-M3	Warning	P6 WBS Element [P6_WBS_ID] is not a valid SAP WBS.

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4.2 Appendix B – Minimum selection Fields

These are the minimum selections fields that should be available to the user to select from:

Selection Options

Mapping No	SAP Object	SAP Field (GUI)	SAP Field Name	P6 Object	P6 Field	Division	Notes: Logic
	Order	Plant	CAUFVD-IWERK			N, F	Single plant Selection
	Order	Revision	CAUFVD-REVNR			N, F	Single Revision selection. Nuclear: Take the first 6 digits of the Revision code must select all nuclear revisions starting with those 6 digits. Fossils: use the full revision specified for selection.
	Order	Order Type	CAUFVD-AUART			N, F	Range of Order Types which filters the data selection resulting in a partial transfer.
	Order	Planner Group	CAUFVD-INGPR			N, F	Range of Planner Groups which filters the data selection resulting in a partial transfer.
	Order	Main Work Center	CAUFVD-VAPLZ			N, F	Range of Work Centers which filters the data selection resulting in a partial transfer.
	Order	Order	CAUFVD-AUFNR			N, F	Range of Order Numbers which filters the data selection resulting in a partial transfer.

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4.3 Appendix C – current EPC infrastructure

Current SAP EPC infrastructure.

