

<b>Description of Request</b>	Provision of E-Learning Content Development Software subscription licences for a period of five (5) years
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The Eskom Academy of Learning (EAL) Content Development Department seeks to acquire an e-learning development and editing software solution. This will enable the department to update existing content and develop new, engaging learning materials.

## 1. Scope of work/Business requirements

### 1.1. Detailed description and volumes of the product/service requested:

The e-learning software should be able to support fast content creation and offer built-in libraries and templates. It must also enable SCORM-compliant course and assessment development that integrates with the Learning Management System (LMS) and supports tracking.

#### The software must support the following core functionalities:

- Quick and efficient content development to streamline production timelines.
- Access to content libraries including themes, images, and characters to accelerate development.
- Cross-device compatibility, ensuring content is accessible on both desktop and mobile platforms.
- Interactive course and assessment creation to improve learner engagement.
- Content management should be seamless and able to open and edit existing source files (e-Learning modules).
- Software should allow collaboration by allowing multiple users to work on the content simultaneously and provide feedback thereafter.
- Published Sharable Content Object Reference Model (SCORM) content must be fully compatible with Eskom's Learning Management System (LMS) for seamless deployment and reporting.
- Export LMS-ready packages (SCORM, xAPI, AICC)
- HTML5-based interactive lessons
- Content Authoring: Capability to build interactive modules such as quizzes, simulations, branching scenarios, and AI-driven activities
- Multimedia Support: Integration of video, audio, animations, and graphics.
  
- Annual subscription including support and maintenance for a period of five (5) years
  - Year 1: 10 user subscriptions
  - Year 2: 10 user subscriptions
  - Year 3: 15 user subscriptions
  - Year 4: 15 user subscriptions
  - Year 5: 15 user subscriptions

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- 10 users training required during Year 1
- After-sales support to ensure operational continuity
- Telephonic and email technical support – to ensure user proficiency and ongoing operations.
- If a high severity issue is reported, and solution has not been identified, the supplier is required to make the Technical Support resources available through teleconference discussions to assist with the resolution.

Make provision for technology changes during the contract term.

Estimated number of subscription licences required (actuals to be confirmed Annually on anniversary date):

Description	Year 1	Year 2	Year 3	Year 4	Year 5
eLearning Software development tool (Subscription licences)	10	10	15	15	15

Provision for scalability to allow true up and true down to match the changing needs in the organisation. The verification of volume utilisation will be confirmed on the contract anniversary date.

## 1.2. Training/Transfer of skills:

Training for 10 users will be required in the first year of the contract.

## 1.3. Security Requirements

1.3.1 The Cloud Service Provider (CSP) shall:

- For all cloud services that store and process financial information and personal identifiable information (PII) including intellectual property (IP), the CSP shall have a valid Service Organisation Control (SOC) 1 and SOC 2 Type II reports, such attestation reports shall be submitted to Eskom for review.
- Up to once per period of twelve (12) months, the CSP will provide comprehensive summaries of its latest SOC 2 report at no cost upon Eskom's written request.
- if the SOC Reports indicate any deficiencies or matter requiring attention, the CSP shall use commercially reasonable efforts to address all such items without any costs to the Eskom.
- Subject to Section 1.b, if vendor's reporting cycle is not aligned with the financial year, and/or the SOC report is older than six (6) months, the CSP shall submit a bridge letter to the Eskom at no cost, and

such bridging letter shall not cover a period exceeding three (3) months.

- 1.3.2 For all Cloud Services that store and process financial information, PII and IP information, a valid Information Security Standard (ISO) 27017 and Information Security Standard (ISO) 27018 certificates are required.
- 1.3.3 The system shall be able to integrate with existing Eskom's identity providers (IdP's) such as Microsoft (MS) Active Directory (AD), Entra Identity (ID) and shall support Security Assertion Markup Language (SAML) 2.0, Open Authorization (OAuth) 2.0 and OAuth 2.1 to enable Multi-Factor Authentication (MFA) and Single Sign-On (SSO).
- 1.3.4 The System shall employ Role-Based Access Control (RBAC) mechanism.
- 1.3.5 The System shall be able to onboard privileged accounts onto Privileged Access Management (PAM) tools, such as CyberArk but not limited to onboard privileged accounts to securely manage, rotate passwords, monitor, record sessions, control, enforce access to privileged accounts, auditing and reporting capabilities.
- 1.3.6 Data at rest to be encrypted using at minimum Advanced Encryption Standard (AES)-256 and in transit (or in motion) using at minimum Transport Layer Security (TLS) 1.3 or later version.
- 1.3.7 Data shall be secured at minimum using a Secure Hash Algorithm (SHA)-256 for data integrity, securing transactions, and messages.
- 1.3.8 Audit trails, logs, user administration and user activity logs shall be enabled, encrypted, and securely kept with limited access to administrators.
- 1.3.9 Sensitive information such as Personal Information (PI) data in non-production environments shall be masked.
- 1.3.10 Patch Management Process shall be defined. The software updates and patches shall be tested in a non-production (DEV/QA) environment before being deployed into the production (PROD) environment.
- 1.3.11 Incremental daily back-ups shall be done, encrypted and securely kept offsite.
- 1.3.12 Real-time data synchronization or data replication to a secondary or disaster recovery (DR) site, located in different region shall be employed.
- 1.3.13 Disaster Recovery Plan (DRP) shall be defined, annually tested and such DRP test results shall be shared with Eskom Cybersecurity team.

- 1.3.14 Distributed Denial of Service (DDoS) protection mechanism shall be employed for all services.
- 1.3.15 Web Application Firewall (WAF) for all internet facing applications and/or web-based applications shall be employed.
- 1.3.16 The Service shall support the prevailing Enterprise Services Bus (ESB), Application Programmable Interfaces (API's) and Integration Platform as a Service (iPaaS) platforms for security, and logging.
- 1.3.17 The system shall be able to integrate with Eskom's Security Information and Event Management (SIEM) standard technologies such as Syslog, Windows events logging, Simple Network Management Protocol (SNMP), and Application Programming Interface (API), etc.

**2. Service Level Agreement requirements**

Service level agreement (SLA) is required between Eskom and the service provider to respond within the agreed turnaround times as per attached appendix A.

**Escalation procedure:**

Escalation level	Eskom	Supplier
First level	Manager EAL	Operations Manager
Second level	Senior Manager EAL	Senior Manager
Third level	General Manager	Managing Director

Quarterly meetings will be held to monitor performance. Incident reports will be used to track performance indicators (KPIs) like response time, and resolution time to ensure service quality, manage expectations, and identify areas for improvement.

**3.4 Penalties to be applied**

If Service Provider fails to meet performance target in any full calendar month, penalties will be applicable. Penalties or any recoveries will be enforced, should Service Provider breach any of the KPIs set out in the agreement. The penalties will be enforced according to the weighting of each specific KPI.

Credits are applied to the annual subscription fee for the affected year and are the sole and exclusive remedy for SLA breaches.

**Annual System Availability Credits:**


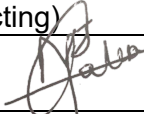

- 99.49%–99.0% → 5% credit on annual fee
- 98.99%–95.0% → 10% credit on annual fee
- Below 95% → 25% credit on annual fee

**Incident MTTR Credits (Annual Basis):**

- Critical (>4h): 5% per incident, capped at 15% yearly
- High (>8h): 3% per incident
- Medium (>24h): 1% per incident
- Max yearly credit cap: 25% of annual subscription fee

**3. Approvals:**

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	<b>Date:</b>	19/02/2026
	<b>Signature:</b>	
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	<b>Signature:</b>	19 February 2026
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