**Eskom’s response.**

Will the email data and the pdf files be placed on the SFTP server indicated in the diagram for each email campaign where the EDDS will automatically pick them up for processing?

Yes, the daily processing uploads the document package to the vendor server through a secure connection. Vendor upload server details will be required to configure MCBD secure connection for file transfer.

Will the data be supplied in a specific fixed format or will the supplier be required to provide Eskom with the required data format? If Eskom will supply the format, can you provide a sample?

Yes, the data will be supplied in a fixed format. The data is in zip file containing a xml with customer info and the corresponding PDF attached.

Is the 128-bit encryption to be done by means of password encryption?

Yes

Will the pdf documents already be encrypted when they are received by the EDDS system or is the supplier required to encrypt them before sending?

The pdf documents already encrypted when sent to the vendor.

Are there existing APIs or integration points available for the MCBD solution?

SFTP connection to upload server. Vendor upload server details will be required to configure MCBD secure connection for file transfer.

What is the expected frequency and volume of data transfer between the MCBD solution and the EDDS?

Daily processing of about 20K,

Refer to page 2 of Tender Scope Document extract:

The average number of bills, statements, and letters:

Statements – 1000 per month.

Bills – SPU 220 000 per month / LPU 24000 per month

Disconnection Letters – 3200 per month

Will the MCBD solution be responsible for generating the 128-bit encrypted PDF files, or will the EDDS be responsible for applying this encryption to the received document data?

All document information is encrypted on the Eskom side, vendor does not perform any actions on the documents.

**Re-send Functionality:** If the normal process is that the MCDB places recipient data files and pdf’s on the SFTP site, is it acceptable for the resend functionality to operate the same way i.e. a data file with the corrected recipient data and pdf’s are placed on the SFTPfor the EDDS to re-process?

Resend must be done from the vendor side, customers should have access to self-service portal to view and resend documents (vendor self service portal)

**Manual sending:** If the normal process is that the MCDB places recipient data files and pdf’s on the SFTP site, is it acceptable for the manual sending to operate the same way i.e. a data file with the recipient data and pdf’s are placed manually on the SFTPfor the EDDS to process?

Internal Eskom issue to resolve. Not applicable to EDDS solution, in the event of any issues Eskom will communicate to vendor.

**Disaster Recovery:**

1. Is the purpose of the disaster recovery element that the EDDS system would send emails to customers with DR information?
2. If the DR element is as above, and if the normal process is that the MCDB places recipient data files and pdf’s on the SFTP site, is it acceptable for the DR sending to operate the same way i.e. The DR process places recipient data and pdf’s (automatically or manually) on the SFTPfor the EDDS to process?
3. If the DR element is not as above, please provide details on the DR element that needs to be catered for.

Eskom has a MCBD DR in case MCBD PROD is down. In case of MCBD DR, . Vendor upload server details will be configured to the MCBD DR environment. The vendor will not see the difference when pulling the files for processing.

The vendor is required to have a DR in case their PROD is down for some reason. Refer to page 3 “i) In the event of a disaster to receive emails from Eskom Disaster Recovery site”.

**Reporting:** What is the preferred format for the daily and monthly delivery and failure reports (e.g. Excel files, API)?

Excel.

**Web User Interface:** What level of access control and user roles are required for the web UI (e.g., view only, specific actions like re-send)? View only of the status of each email campaign, and access to reports (which were already delivered to Eskom) for 12 months.

View, download, resend, reporting – Eskom Support Role access and External Customer Role Access (Limited to ONLY their accounts).

**Ad hoc Campaigns:**

* What is the process for Eskom to request ad hoc email campaigns?

Vendor is required to have a helpdesk to receive campaign requests from Eskom to distribute to target customer audience.

* Can you provide examples of the type of Ad hoc email campaigns that will be requested?

SMS pilot program. Customers were contacted via email campaign to request participation on the SMS pilot program based on sample of customers from different regions.

* What are the typical volumes and urgency of ad hoc campaigns?

Situational depending on business requirement. From the lowest ranging from 10s to 1000s