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FOREWORD

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1. INTRODUCTION

City Power requires a centralized digital hub that automates and optimizes the entire vendor management lifecycle. The deployment of the Invoice Vendor Management Portal shall enable businesses to handle vendor onboarding, document compliance, contract administration, and invoice processing through self-service and automated workflows. The deployment of robust, secure, and scalable digital Invoice Vendor Management Portal shall provide high-performance, cost-effective, and enterprise-grade platform designed to support demanding workloads, virtual environments, and large-scale systems. The VMP (Vendor Management Portal) shall also ensure that business achieves operational stability, enhanced security and optimizes business processes. The Invoice Vendor Management portal has functionalities that benefit not only the customer, but also City Power as well,management portal is not just about the benefits it brings to City Power customers, it is also about the ROI that City Power shall realize from its use. The implementation of VMP have proven to save utility significant amounts of time and money.

2. SCOPE OF WORK

The Scope covers the full Invoice Vendor Management Portal and related software, Installation, commissioning, support and maintenance for a period of 36 months. The following summarized requirements define the scope of work, however the scope is not limited to the below and can be amended as per City Power's requirements and technology advancement. Supply, installation, integration, testing and commissioning of the specified comprehensive solution/system as specified on this document.

3. NORMATIVE REFERENCES

The following documents contain provisions that, through reference in the text, constitute requirements of this specification. At the time of publication, the editions indicated were valid. All standards and specifications are subject to revision, and parties to agreements based on this standard are encouraged to investigate the possibility of applying the most recent editions of the documents listed below.

COBIT: *Control Objectives for Information and Related Technology. It is a framework created by the ISACA (Information Systems Audit and Control Association) for IT governance and management*
KING IV: *Technology and Information Governance*
TOGAF: *The Open Group Architecture Framework is a framework for enterprise architecture that provides an approach for designing, planning, implementing, and governing enterprise information technology architecture.*
GWEA: *Government Wide Enterprise Architecture Framework*
POPI Act: *Protection of Personal Information Act, 2013*
OHSAS 18001-2007: *Occupational Health and Safety Assessment*
ISO 9001:2015: *Quality management systems*
ISO 14001:2015: *Environmental Management System*
OHSAS 18001-2007: *Occupational Health and Safety Assessment*

ISO-27001: *It provides a framework for organizations to manage the security of their information assets and protect sensitive data. The standard focuses on ensuring confidentiality, integrity, and availability of information*

4. ABBREVIATIONS

Abbreviation	Explanation
ROI	Return On Investment
VMP	Vendor Management Portal
RFP	Request for Proposal
OEM	Original Equipment Manufacturer
SaaS	Software as a Service
DR	Disaster Recovery
SLA	Service Level Agreement

5. GLOSSARY OF TERMS

Term	Explanation
Service Provider	An entity responding to this RFP. Prospective *Service Provider* or an entity to whom a contract is established to provide the services.
Vendor	Is a supply chain management term that means anyone who provides goods or services of experience to another entity

6. OVERALL REQUIREMENTS AND KEY OBJECTIVES

6.1. Service Overview

The services include full deployment, support and maintenance for Invoice Vendor Management Portal, which includes the provision of software patches for fixing issues or providing legislative updates to the software. It is intended that this will include all items currently provided by OEM under their License Support agreements.

6.1.1 The Supplier shall perform the Services in accordance with the Service Level Agreement set out in [update with bidder response] of this Specification.

6.1.2 The service provider shall provide access to an online service request management tool for the tracking reporting and communication of incidents. Live user access and licenses shall be provided to City Power in order to access the platform.

6.2. Non-Functional Requirements

Suppliers shall be expected to meet the City Power's key requirement as shown below:

6.2.1. Provide an account manager to manage the ongoing support and maintenance services.

6.2.2. Notify City Power, as soon as practicable, about new technology and software, including, but not limited to any patches, software, or firmware updates to ensure system optimization and compatibility.

6.3. Functional Requirements

The service provider shall be capable of but not limited to the following functions:

6.3.1. Invoice Vendor Management Portal shall provide faster payment cycles thus it shall eliminate manual data entry by enabling City Power to consistently capture early-payments discounts and avoid late penalties.

6.3.2. Provides 24/7 self-service transparency, allowing vendors to check their payment status independently and drastically reducing time spent on phone calls.

6.3.3. Secures invoice delivery and digitizes records, mitigating the risk of lost paperwork, duplicate billing, and fraudulent activities.

6.3.4. Automated validation by ensuring that only correct, compliant invoices with matching purchase orders are accepted, reducing errors and costly disputes.

6.3.5. The VMP shall have capability to validate vendor mandatory tax requirements

6.3.6. The VMP shall have capability to integrate with both internal (City Power) and external systems.

6.3.7. The VMP shall create unique code for each invoice uploaded to minimize processing of same invoices twice.

6.3.8. Follow excellent information and security standards and practices and be IS027001 accredited.

6.3.9. Proactively monitor legislative changes and create software updates within set deadlines.

6.3.10. Provide mandatory and emergency patching support at the direction of City Power or representatives.

6.3.11. All patches provided must be approved by City Power before requesting they be installed in any environment.

6.3.12. Support must be available every working day of the year, with 24 hours a day 7 days a week support for major events.

6.3.13. Review the IT infrastructure including any system architecture diagrams, including the Production instance and all supporting instances, and all interfaces to and from other systems.

6.3.14. Run tools to retrieve the system configuration and confirm where the system has been customized.

6.3.15. Maintain inventory of VMP licenses.

6.3.16. The VMP have capability to integrate with various application as when required.

6.3.17. Discuss any plans for software upgrades and modules that are not used or which are to be retired.

6.3.18. Prepare and share monthly reports with City Power, the full content of the monthly reports shall be agreed by the parties upon commencement of the Contract.

6.4. Support

The Service provider must:

6.4.1. Review any open incidents and transfer them to the new support desk and solve as required.

6.4.2. Solve issues which we are unable to solve ourselves in the same way service provider would.

6.4.3. Support City Power to fully test any solutions or upgrades in development environments through to the production environment.

6.4.4. Proactively monitor the VMP health and advise on Critical Patch Updates as required.

6.4.5. The Service Provider shall have and provide a support center as a single point of contact for the resolution of solution/system problems.

6.4.6. City Power shall request support and log calls with the support center via telephone or email.

6.4.7. The Service Provider shall respond to all support requests based on the agreed SLA times.

6.4.8. The Support Centre shall access the system remotely for diagnosis and correction of problems.

6.4.9. The support center shall document all logged support requests and issue a reference number for each incident logged.

6.4.10. The Support Centre shall track, monitor, and manage the resolution of incidents from the initial support request to resolution.

6.4.11. The Service Provider shall enhance the VMP environment aligning to business plan when required, that shall include integration into other systems within City Power or external.

6.5. Maintenance

The Service provider shall:

6.5.1. Create an archive of all patches available for our product prior to go live, so that if they are available they shall be required after transition.

6.5.2. Work with City Power to use our internal change control system when making changes to VMP system.

6.5.3. Obtain City Power approval before applying changes to production environment.

6.5.4. Provide software upgrades where changes to the software are required to bring it in line with new or changed legislation, ensuring that they are fully tested and applied to the production in time to meet any statutory deadlines.

6.5.5. Provide mandatory and emergency patching support as required.

6.5.6. Provide software patches to improve the functionality of VMP as appropriate.

6.5.8. All patches shall be approved by City Power before application in all environments.

6.5.9. The VMP enhancements and patches shall be deployed in line with industry standard “best practice”. This should include the creation of Functional and Technical specifications where applicable and clearly identify any changes made.

6.1.10. The Service Provider shall contact City Power Representative at regular intervals to provide status and/or resolution of problems.

6.1.11. The Service Provider shall guarantee correct operation of the VMP system/software for the duration of the contract.

6.1.12. Regular maintenance/updates schedule shall be submitted for each of the installed components for the duration of the contract and ensure that all governance processes are followed.
6.1.13. Review any open incidents currently with service provider and them solve as required.
6.1.16. Solve issues which we are unable to solve ourselves in the same way you would.
6.1.17. Support City Power to fully test any solutions or upgrades in development environments through to the production environment.
6.1.18. Proactively monitor the VMP environment health and advise on Critical Patch Updates as required.

7. ROLES AND RESPONSIBILITIES

7.1. The Service Provider shall be providing licensing pertaining to the proposed solution.
7.2. For all supplied and installed systems, the Vendor/Service Provider shall submit the respective OEM's acceptance letter to provide on-site service support for the duration of the contract.
7.3. The Service Provider shall propose all other equipment and facilities where required.
7.4. The Service Provider shall be responsible for arranging the public cloud hosting for the solution (SaaS) if the solution will be hosted in the public cloud.
7.5. The Service Provider shall ensure that the solution has full redundancy/high availability and enable business continuity without any interruption within the production site.
7.6. The Service Provider shall assist City Power to build a Disaster Recovery (DR) site for the VMP environment.
7.7. The Service Provider shall provide technical support on City Power solution/system environment for the duration of the contract.
7.8. Routing incidents to appropriate resource for resolution shall be the responsibility of the successful bidder's support center.

8. DOCUMENTATION

8.1. The Service Provider shall submit full technical and functional details for all items and services offered.
8.2. The Service Provider shall provide all instruction manuals (editable and PDF electronic documents) for the solution/software proposed.
8.3. The manuals shall be in English and sufficiently detailed to enable City Power staff to use and maintain the solution; this shall include but not limited to build guides, architectural diagrams, SOPs, etc.

9. TRAINING

9.1. The Service Provider shall clearly outline the layout of the recommended formal training to support City Power solution/software, which shalll include the exam certification at no cost.
9.2. The Service Provider shall propose training on the enhanced features and functionality as the system is upgraded at no cost

10. QUALITY MANAGEMENT

A quality management system should be set up to ensure the quality of Provisioning of Data Center services. Guidance on the requirements for a quality management system found in the following standards: ISO 9001:2015. The details shall be subject to agreement between the City Power and Service Provider.

11. HEALTH AND SAFETY

A health and safety plan shall be set up to ensure proper management and compliance with the provisioning of data center services. Guidance on the requirements of a health and safety plan found in ISO45001:2018 standards. This is to ensure that the assets conform to standard operating procedures and City Power SHERQ Policy. The details shall be subject to agreement between City Power and the Service Provider.

12. ENVIRONMENTAL MANAGEMENT

An environmental management plan shall be set up to ensure the proper environmental management and compliance with provisioning of data center services during their entire duration of the project (i.e. during design, development, production, installation, operation and maintenance, decommissioning as well as disposal phases). Guidance on the requirements for an environmental management system found in ISO 14001:2015 standards. The details shall be subject to agreement between City Power and the Service Provider. These shall ensure that the asset created conforms to environmental standards and City Power SHEQ Policy.

ANNEX A - BIBLIOGRAPHY

None

ANNEX B - REVISION INFORMATION

DATE	REV. NO.	NOTES
JUly 2026	0	First issue