

Questions and Answers NVI I

Nr	Question	Answer
1	Enexis explicitly leaves room for: one integrated solution or two logically coherent solutions, provided that one consistent supplier picture emerges (sections 2.3 and 2.4). 1) In this market survey, Enexis primarily expects: • insights into end-to-end suites, • best-of-breed solutions, or • combinations thereof (e.g. CLM + VMS / SLM)? 2) Is it desirable for suppliers to explicitly outline alternative solutions (e.g. scenarios), or does Enexis already have a preferred direction? 3) To what extent can the solution be implemented in modular phases, appropriate to differences in maturity per domain?	1) Given our desired situation, we expect to gain insights into what best suits this, this can be end-to-end, best-of-breed or a combination of these. 2) Yes, please outline alternative solutions so that we can take the possibilities offered by the market into account in our considerations 3) If benefits are expected from a phased approach, we would like to hear about them. The way in which we ultimately want to implement is not yet fixed.
2	The request includes contract, supplier, performance, risk and compliance management interchangeably, without a hard demarcation. 1) How does Enexis define the distinction between: • contract management, • supplier management, and • service management 2) Does Enexis expect contract lifecycle functionality (e.g. authoring, change management, expiration monitoring) to be an integral part of the solution? 3) To what extent is operational service management (SLAs, incidents) in scope, versus just management and monitoring?	1) Contract management: Managing contract objectives Supplier management: Managing supplier objectives and Service management focuses on delivering value by the supplier, focusing on SLA/processes/people and systems. The pillars of performance, risks and compliance can therefore take place at all three levels, each with its own criteria and focus area. 2) Yes, the tooling must be able to support full LCM 3) Operational service management is excluded, this is done via ServiceNow. The requested tooling could possibly provide support especially in relation to service level reports, etc.
3	Many roles have been named (CMT, Contracting, Digital, Legal, Risk, Purchasing), but no explicit governance structure. 1) Does Enexis currently work or does Enexis intend to work with an unambiguous supplier ownership (single point of accountability)? 2) How important is role and authorization control per domain (e.g. what suppliers are allowed to upload themselves vs. what is assessed internally)? 3) Does Enexis expect support for RACI-like workflow agreements around supplier decisions?	1) Within the various departments, we largely work with single points of accountability at contract level. The desire is to organize this better within the various departments, but this is not a wish across Enexis. 2) We assume that this is essential, inherent to the different (internal and external) roles and tasks within contract and supplier management processes. 3) That is possible, but not a must.
4	CATS-CM is mentioned as a guiding framework 1) At what maturity level (CATS-CM) are most CMTs currently? 2) Does Enexis expect a solution that enforces CATS-CM in terms of content, or a solution that facilitates and follows CATS-CM? 3) Is Enexis willing to consider tooling that also supports other contract management frameworks?	1) Many aspects of CATS CM are present, but it is mainly a process of standardization within the teams. That is the phase in which Enexis is currently engaged. 2) We do not necessarily need a tooling that enforces the content of the working method. It is preferable to contract a tooling that facilitates the facets of CATS CM 3) Enexis is still in an exploratory phase, so we are certainly open to seeing what the market offers. It is possible that another framework can support the working method just as well
5	Automation is explicitly requested, but not quantified. 1) Which processes are prioritized for automation (e.g., certificate management, risk assessments, QBR cycles)? 2) To what extent is workflow configuration by key users desirable versus fixed processes? 3) Are suppliers allowed to distinguish between standard functionality and customization/configuration in the answer?	1) At the moment, we are mainly looking for the opportunities in the market before we further quantify our own demand. Based on the information we receive from this market consultation, our question will take further shape. It is important for us to experience what flexibility the market can offer. 2) We foresee that the execution of tasks within CM/LM processes by different roles requires support by workflows. Because there are decentralised CM departments with their own working methods, we expect that it should be possible to adapt them. 3) yes

6	Both SAP and ServiceNow are mentioned in the market survey. Can Enexis explain what SAP and ServiceNow are used for?	Both SAP and ServiceNow are used in a broader context. In relation to contract and supplier management, it relates to the P2P process (SAP) and the service management process (Incidents/ticket management, cmdb) (ServiceNow)
7	SAP, ServiceNow and SharePoint are mentioned; "Pair or link" is both used. 1) Does Enexis expect technical integration (data exchange) or is logical linking/deep-linking sufficient in some cases? 2) Is there a preferred architecture or integration platform within Enexis (e.g. iPaaS)? 3) How critical is real-time synchronization vs. periodic updates?	1) We would like to receive your advice on this 2) Depending on the integration pattern, Enexis has associated integration platforms that should generally be used. 3) No clear position has yet been taken on this. It is also about exploring the possibilities in the market.
8	AI is being questioned, but without direction or use cases. 1) Does Enexis expect AI mainly for analysis and insight (risks, signals), or also for productivity (summarizing, recommendations)? 2) Are there policy frameworks within Enexis for the use of AI that are relevant to the solution?	1) For the moment, we are mainly interested in the vision of the market so that we can make our own assessment of what we do or do not include. 2) Enexis data may not be entered in: public AI models; unauthorized generic AI services; AI environments for which Enexis has no control. Suppliers must explicitly guarantee that: - Enexis data is not reused for model training outside Enexis; - AI functionality is explainable (no "black box" decisions); - AI applications are supportive (analysis/signaling), not autonomous decision-making.
9	Question 7 of the market survey asks about the implementation methodology used, including data migration. Can you clarify to what extent Enexis expects suppliers to also address the business implementation in their responses, such as adoption, design of processes and working methods, governance and support of different maturity levels within the organisation, in addition to the technical implementation of the tooling?	We do not expect a detailed elaboration of the implementation process at this time. We will come back to this at a later stage.
10	Security, privacy and auditability are mentioned, but not as explicit requirements. 1) What are the minimum compliance standards required (GDPR, ISO, SOC)? 2) Does Enexis expect the solution to be multi-tenant SaaS, or are there additional requirements? 3) How important is audit trail functionality for internal and external audits?	1) Enexis is obliged to comply with NIS2, so we require at least the following valid certifications: ISO 27001 or SOC 2 or ISAE 3000 2) We prefer a SaaS solution 3) This is important to us
11	In the market survey, both the delivery (including licensing model) and the implementation of the solution are mentioned. Can you clarify whether Enexis has a preference for a possible tender for: • one integral contract that includes both licenses and implementation (technical and/or business), or • a model with separate contracts, for example one contract for tooling/licenses and one for implementation (with or without a separate implementation partner)?	We prefer a model in which there is one integral contract with a clear dependence between the successful execution of the implementation and the licenses (costs) and a clear 'definition of done'. We also want the tenderer to be our sole point of contact and responsibility for progress and performance during the implementation, even if we are working with an implementation partner.
12	How many internal users does Enexis expect, and how many external ones (suppliers via portal)?	Based on current working method and tooling CM and LM between 100 and 150 users (internal users) Currently approx. 550 active suppliers (several suppliers have multiple contracts). We cannot yet indicate whether all current suppliers in the new situation will all communicate via portal

13	How many active contracts and suppliers do the different domains currently manage?	Based on current working method and tooling CM and LM - Approx. 850 active contracts. - Approx. 700 contracts in archive (due to legal retention period) - Approx. 550 active suppliers (multiple suppliers have multiple contracts)
14	Role of Legal in the processes 1) Is Legal involved in the drafting and management of contracts, or only in the compliance documentation (DPAs, processing agreements, ISO/SOC statements)? 2) Does Legal review contracts before signing, and should the solution support this review process? 3) Is Legal an active user of the solution, or an occasional consultant?	1) Legal is involved in some cases 2) In the current situation, the legal is involved but usually does not have an active role in the further process. It is not a hard requirement that the solution supports this review process 3) Almost always incidental
15	Which specific supplier management tool is currently being used, And which functionalities are actively in use? Plat4mation guides migration trajectories from a variety of source platforms and has insight into current data structure is needed to realistically assess the migration complexity. and propose a substantiated implementation approach.	Mercell, but at the moment we only use the module for (contracter) declarations. There are plans to use this much more actively.
16	Is there already an existing ServiceNow environment active within Enexis? If the answer is yes, which modules are in use and who is the platform administrator? If ServiceNow Elite Partner with the largest amount of certified architects in Europe, Plat4mation has extensive experience with both greenfield and brownfield implementations. The answer to this question is determines the development strategy and the possibilities for reuse existing platform investments.	Yes, there is a Service-Now platform active at Enexis that is managed internally by Enexis itself. We would also like to hear from you which modules you think are relevant for this process.
17	How many active suppliers and contracts are there approximately? Registered in the current environment? This fact is decisive for the and the scope of the data migration, and thus for the the accuracy of any offer.	Based on current working method and tooling CM and LM - Approx. 850 active contracts. - Approx. 700 contracts in archive (due to legal retention period) - Approx. 550 active suppliers (multiple suppliers have multiple contracts) This concerns the provision of contract records, not the number of contract documents
18	Is the management of recognition schemes and certificates (such as VCA) for Contracting a hard functional requirement, including automated validation logic and validity monitoring? Or is document storage sufficient with manual signaling? Plat4mation has experience in setting up compliance and document workflows on the Now Platform, but the degree of automation has a direct impact on the implementation complexity and thus the size of any potential offer.	Yes, management is a hard functional requirement. including automated validation logic (wish or requirement to be determined) and validity monitoring (wish or requirement to be determined).
19	Is an externally accessible supplier portal — where suppliers document independently — a strict requirement for the Procurement scope, or is this seen as a wish? ServiceNow offers multiple technical options via Service Portal and External Collaboration, each with its own implementation process and Licensing implications.	Very likely a hard requirement, not yet definitively determined
20	To what extent is CATS-CM certification at product level a formal selection requirement, or is the possibility to facilitate CATS-CM practices through platform configuration sufficient? Plat4mation has demonstrable experience translation of methodology stalls into ServiceNow platform configuration, but a formal certification requirement excludes certain platforms in advance. Clarity about this prevents a incomparable offer and helps Enexis to identify the right selection criteria. formulate.	This choice has not yet been made. The information from the market consultation is input for determining our further strategy.

21	Do your requirements include the life cycle of a contract? From request for creation of contract, negotiation (internal and external), approval, (digital) signing and storage? If so, what tools do you use? currently for this life cycle?	Setting up the contract life cycle should indeed be part of the tooling. At the moment, at least the contracting team is working with Merzell/sharepoint for this setup.
22	Is it expected that current contracts/agreements/documents from your current tools will be migrated to the new tool? If so, in What tools are these documents stored?	Yes, we want to save the contracts in the tool. Now in Merzell. In addition, we store important documents in SharePoint, such as relevant tender documents
23	Process – Are the current work processes around supplier and contract management within Enexis, and to what extent its standardized across the various departments (Contracting, CMT Assets, Facility Management, Digital)? The consultation document describes a situation in which departments in different Adult phases. For Plat4mation it is relevant to understand whether Enexis wishes to go through a process harmonization process prior to or in parallel with the tool implementation, or the as a driver of that harmonisation. This has a direct impact on the implementation strategy, the phasing and the necessary change management capacity.	We have noticed that there are differences between Enexis' contract management departments. The rough line is that everyone works with Merzell / Sharepoint for the process setup of contract management. There is no question of standardization across the departments. Each Division sets up its own processes.
24	People – Who are the primary users of the new solution, and what is their current digital maturity and involvement in this process? Are there already designated owners per department (e.g. contract owners, contract owners, managers, risk managers), and there is support for the management level for the intended change? Plat4mation adheres importance to early stakeholder involvement and structural user adoption as critical success factors in platform deployments. Understanding the organizational context enables us to develop a realistic adoption and change management plan as an integral part of the implementation methodology.	Contract managers and buyers. The digital maturity and wishes for the new tooling differ per department. Contract management is the responsibility of Digital, names are known. Procurement is the client and the owner of the contract. The contract manager and procurement are represented in the Multifunctional team of the tender. In addition, the management is represented in the steering committee. There is certainly a common ground for a change. The managers of the largest user groups are also represented in the steering committee.
25	Which SAP modules and versions are in use by Enexis (e.g. SAP S/4HANA, SAP ECC, SAP Ariba)? Plat4mation has extensive experience with SAPServiceNow integrations via IntegrationHub and certified SAP spokes. The specific SAP version and modules determine the integration approach and the choice between standard spokes and custom couplings.	SAP S/4HANA. We are happy to be advised on the use of these integration options, but we will continue to focus on the target architecture for Enexis with regard to integration.
26	Are there any data residency or cloud hosting requirements, such as storage within the EU or specific certifications such as ISO 27001 or BIO (Government Information Security Baseline)? This is relevant for the choice of platform and design strategy, and may have an impact on the available deployment options.	There are no specific requirements at the moment, but we would nevertheless like to know which certifications the product meets and what deployment options are offered.
27	Does the possible tender also include the provision of licences, or is it aimed at only on implementation and guidance services? Plat4mation delivers as a ServiceNow Elite Partner end-to-end advisory, implementation, and managed services and can participate in both constructions. The However, the tendering structure determines whether the tender is independent or as a combination with a licensing supplier, which is decisive for our preparation strategy.	Mainly a license delivery and probably also implementation or guidance service
28	How is contract and supplier management organised within Enexis? Is there a central entity with final responsibility, or does responsibility lie (partly) decentrally with departments?	Various contract management departments have been set up, for Digital, Contracting and Facility Management. For components, contract management is in category teams consisting of a buyer, a contract manager from Supply chain and Asset Management (often policy expert). Procurement is central owner of the tooling
29	Page 5 states about the solution: "... explicitly offers room for differences in working methods, maturity and focus between departments". Does this mean that there can also be differences in data structures, ERP integrations and user roles?	Yes, because of the current situation Decentralised contract management department Different methods and maturity
30	Is the CLM solution expected to enforce prescriptive CATS-CM processes, or to be flexible to support departments that do not (yet) work according to CATS-CM?	Also flexible to support departments to also support via Cats-Cm

31	What is the indicative number of 1) users, 2) active suppliers, 3) active contracts that will be covered by the new solution?	Based on current working method and tooling CM and LM - Approx. 850 active contracts. - Approx. 700 contracts in archive (due to legal retention period) - Approx. 550 active suppliers (multiple suppliers have multiple contracts) This concerns the provision of contract records, not the number of contract documents
32	Has a prioritization been made in which departments should be connected first, or is a simultaneous roll-out across all departments envisaged? Is Enexis open to a phased implementation with a pilot department?	Yes, it is negotiable
33	To what extent is the CATS-CM methodology currently implemented within Enexis? Which process areas are already active and which process areas still need to be set up?	1) Many aspects of CATS CM are present, but it is mainly a process of standardization within the teams. That is the phase in which Enexis is currently engaged. 2) We do not necessarily need a tooling that enforces the content of the working method. It is preferable to contract a tooling that facilitates the facets of CATS CM 3) Enexis is still in an exploratory phase, so we are certainly open to seeing what the market offers. It is possible that another framework can support the working method just as well
34	In addition to the technical implementation, is support also expected in redesigning and standardizing the underlying contract and supplier management processes, or are these considered fixed?	These are considered to be fixed.
35	What does the current and intended future system landscape of Enexis look like with which the contract and supplier management tool should be integrated?	We cannot answer this at the moment.
36	Can Enexis specify which SAP modules are currently in use (e.g. SAP MM, SAP SRM, SAP Ariba, SAP Fieldglass) and what role ServiceNow plays?	We use S/4HANA for financial and logistical purposes. ServiceNow is primarily used for ITSM and related processes.
37	Which portals and specific tooling are currently in use (page 4 of the consultation document)? In addition to the systems mentioned (SharePoint, Teams, current supplier management tool, contractor portal), are there any other sources from which data needs to be migrated or made accessible?	We cannot answer this at the moment. We would like to hear what integration options are offered with a view to flexibility and extensibility.
38	How does the new CLM solution relate to SharePoint and Teams: complete replacement, or coexistence alongside existing ways of working?	Possibilities are negotiable. We would like to receive advice.
39	Can Enexis explain in more detail which of the described functionalities are considered must-have versus nice-to-have? The current document describes a very wide range of desired functionalities, and prioritization helps to realistically advise the market on feasibility.	That will follow at a later date.
40	Enexis appoints dashboards for performance, risks and supplier scorecards. To what extent have KPIs and scoring models already been defined? Is further elaboration of this part of the implementation process?	Not yet defined Is likely to be determined in the preparation of the tender and laid down in the requirements.
41	Enexis indicates that it is open to one integrated solution, or two logically coherent solutions. Is Enexis also open to a best-of-breed architecture with multiple components, provided that they work integrally?	Yes
42	Are there specific requirements regarding: 1) hosting (on-premise / private / public cloud) 2) data residency and security (given role as network operator)	We prefer a SaaS solution, but are happy to be advised on the possibilities.
43	When do the contracts for the current tooling expire and when should a new solution be operational?	Contract expires at the end of November, but will most likely be extended for a period to be determined. We do not yet have a hard date on which the new tooling should be operational.
44	Is a phased implementation (e.g. pilot department) desirable or is a big-bang roll-out planned?	We would like to hear what you advise
45	Is there already a program or project organization in place and what internal capacity is available for implementation, change management and adoption	Yes, we are currently determining this and a start has been made on the implementation plan.

46	Can Enexis give an indication of 1) the data quality 2) the complexity of data migration so that implementation efforts can be realistically estimated?	1) The data quality is in line with our current situation. There is a policy that is in line with minimum commitment as much as possible. Attributes with low data quality are periodically reviewed (removed). 2) The complexity of the data migration is low - the contract database contains 70 attributes and there are about 700 contracts (often with multiple contract attachments). Also, contracts have actions/tasks, derived directly from contract fields (e.g. cancellation date). In terms of supplier declarations, we have about 500 records.
47	Is Enexis open to input from parties that are not software suppliers, but offer market insights from consultancy or implementation practice? If so, how are these insights taken into account?	Insights are interesting, this does not guarantee that these parties also meet the requirements to tender
48	Is Enexis considering requesting the tool selection and implementation as separate lots in a possible tender, so that in addition to software suppliers, implementation and consultancy parties can also tender independently?	This choice has not yet been made. The information from the market consultation is input for determining our further strategy.
49	To what extent does Enexis intend to go through an independent selection or advisory process prior to the tender in order to reduce the longlist of possible solutions and to further tighten the requirements and wishes?	Yes, we expect we will use a restricted procedure (selection phase)
50	What type of contractual relationship does Enexis have in mind: classic client-contractor, or more cooperative partnership?	Probably classic client-contractor
51	Has Enexis already laid down process and design principles for the desired situation in contract and supplier management, or is the definition of this part of your intended request?	We are currently working on that.