

REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES -FRAMEWORK AGREEMENT – FIRMS SELECTION)

Republic of South Africa

Eskom Just Energy Transition Project (P177398)

Loan No./Credit No./ Grant No.: IBRD 94500 and P177398

Assignment Title: Consultant to support Eskom in conducting a feasibility study to assess the business case for the establishment of a Global Business Services (GBS) operation at, or nearby, Komati Power Station

Reference No: MPKOM11495GX

Eskom Holdings SOC Ltd, Government of South Africa Utility Company, has received financing from the World Bank towards the cost of the Eskom Just Energy Transition Project (EJET P177398) and intends to apply part of the proceeds for the above-mentioned consulting services.

The consulting services (“the Services”) include:

The conducting of a feasibility study to assess the business case for the establishment of a GBS operation at, or nearby, Komati Power Station. The feasibility study must deliver an assessment of the viability of setting up a GBS operation in the Komati Power Station area. The feasibility study will cover critical areas such as location suitability, human resource analysis, telecommunication and infrastructure requirements, potential target market and clients, and job creation estimates. The feasibility study is expected to be conducted over a period of three months from the signing of the contract.

The Terms of Reference (TOR) for the primary procurement stage for the assignment can be found at the following website: <https://www.eskom.co.za/tenders/>

The World Bank South Africa office, on behalf of Eskom Holdings SOC Ltd, now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are:

1. Minimum of 7 years’ experience in conducting feasibility studies for Global Business Services (GBS), shared services, call centres or similar projects.
2. Minimum 5 years’ experience in assessing ICT infrastructure and service suitability and readiness, locational, and building suitability as well as designing and

- implementing telecommunications solutions for GBS operations in at least 3 comparable projects.
3. Minimum 5 years' experience in analyzing local workforce availability and suitability, developing recruitment strategies and workforce plans, and talent acquisition in at least 3 comparable projects.
 4. Minimum 5 years' experience in designing and implementing training and development programs for call center or customer service operations, including collaboration with educational institutions and training service providers, in at least 3 comparable projects.
 5. Minimum 5 years' experience in market and business analysis with demonstrated capacity to estimate establishment and operational costs, develop financial models including demand forecasting, and synthesise financial and market insights into recommendations for operational models and business strategies in at least 3 feasibility studies.
 6. Ability to identify and justify relevant GBS market segments and potential client opportunities, supported by previous market analyses.
 7. Experience assessing risks, dependencies, and critical success factors, with documented mitigation strategies in prior projects.
 8. Strong project management capabilities demonstrated by successful delivery of at least 3 similar projects.
 9. Demonstrated knowledge of South African Government incentives and support for GBS.

Key Experts will not be evaluated at the shortlisting stage.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" September 2025, setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

A Consultant will be selected in accordance with the Framework Agreement arrangements described in the Procurement Regulations and to be specifically set out in the Request for Proposals.

Interested Consulting firms may seek clarity or obtain further information from Silindile Mseleku via email address MselekCS@eskom.co.za during working hours (0800hrs to

1600hrs) South African local time, Mondays to Fridays inclusive, except on Public Holidays and weekends.

Expressions of interest documents must be submitted to the following address:

The Tender Office
Tender Box, Ground Floor
No.10 Smuts Avenue
Witbank / Emalahleni
Mpumalanga

Submission deadline:

Time: 10: 00AM South African Standard Time (SAST) i.e. GMT+2 hours on Wednesday

Date: 05 November 2025.

Late submissions and EOIs not in English language will not be accepted.

Please note it is the responsibility of the consulting firm to ensure that the tender submission is submitted on or before the closing date and time.

Interested parties are required to submit the Expressions of Interest to the physical address above. The submissions must be in hard copy as one (1) original and one (1) copy. Both submission envelopes need to be clearly marked “Expression of Interest for Consultant to support Eskom in conducting a feasibility study to assess the business case for the establishment of a Global Business Services (GBS) operation at, or nearby, Komati Power Station.”

Eskom Holdings SOC Limited
Attn: Silindile Mseleku, Officer Procurement
R35 Middelburg/Bethal Road, Komati Power Station Blinkpan, 2250, South Africa
Tel: +27 13 295 9519
E-mail: MselekCS@eskom.co.za