
	Request for Information (RFI)	Document Identifier	240-72663051	Rev	4
		Effective Date	17 June 2025		
		Review Date	June 2030		
		RFI Number	E2156DXMWP		

PART A REQUEST FOR INFORMATION (RFI)			
Description of the works/goods/services	Eskom Distribution invites responses from experienced Third-Party Logistics (3PL) providers operating in South Africa to support a market assessment for the potential establishment of a National Distribution Centre (NDC)		
Deadline for submission	19 January 2026	At (South African Standard Time)	10:00am
Tender Office address	Tenders are uploaded via Eskom Tender bulletin site on the Eskom E- tendering page.		
RFI are to be submitted electronically via Eskom E- tendering site by the stipulated closing date and time.	RFIs are uploaded and published on Eskom Tender Bulletin <b>Closing Date: 19 January 2026</b> <b>Time: 10:00am</b> <b>Please note it is the responsibility of the supplier to ensure that RFI submission is submitted before the closing date and time</b>		
Electronic Submission of RFI	The tenderer must upload the tender via Eskom Tender bulletin site on the Eskom E- tendering page.  All documents need to be submitted in a PDF a (The upload size per document is 500 megabytes and total submission is restricted to 4 gigabyte).  No Zip/condense files can be uploaded No hard copy will be accepted  If for some reason you resubmit your RFI, then the latest version of the RFI submitted will only be accepted and all previous submission/s will be null and void.  Please ensure that the submission status is indicated as complete.  Supplier Help Manual guide and video can be found on Eskom E-Tendering page		
E-tendering Help Manual for supplier	Attached Separately		

## Controlled Disclosure

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Eskom Holdings SOC Ltd (“Eskom”) invites you to submit an:

- **Request for information (RFI)** to submit information for the provision of Third-Party Logistics (3PL) services to Eskom Distribution. This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform and assist Eskom’s further deliberation and development of a strategy for the provision of Third-Party Logistics (3PL) services.

## 1. Purpose

The purpose of this Request for Information (RFI) is to obtain information on the capabilities, service offerings, and commercial models of Third-Party Logistics (3PL) providers operating within South Africa. The insights gathered will inform Eskom Distribution’s market analysis and support the potential development of a formal Request for Proposal (RFP).

### Rationale:

South African 3PL providers typically offer services such as warehousing, picking and packing, distribution, cross-docking, value-added services, and specialized vertical solutions. This RFI aims to gain an understanding of available capacity, service provider capabilities, technology, service levels, pricing and regulatory compliance.

## 2. Background


Eskom Distribution, a division of Eskom Holdings SOC Ltd, is responsible for the delivery of electricity across South Africa. The Procurement & Supply Chain function manages the logistics and distribution of electrical materials and equipment essential to Eskom’s operations nationwide. Eskom Distribution operates:

- **17 Regional Distribution Centres (RDCs)**
- **Over 325 Customer Network Centres (CNCs)**

To enhance logistics efficiency and service delivery, Eskom Distribution is considering the establishment of a **National Distribution Centre (NDC)**. The preferred location for the NDC is **Gauteng Province**, serving as a central hub for RDCs and, where applicable, direct deliveries to CNCs and project sites across South Africa. It is envisaged that this NDC will be a vendor managed facility with all the necessary equipment, technology, tools and any required resources to effectively operate a facility of this nature.

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#### Facility Requirements:

- Approximate size: minimum of **20,000 m<sup>2</sup> covered**, with a minimum height of **13 metres**
- **Ample yard space** for super-link truck access and provision for outside storage if required
- Located along **major distribution routes** in an industrial zone

### 3. Objectives of the RFI

Eskom Distribution seeks to:

1. Identify 3PL providers with national or regional distribution capabilities.
2. Understand standard and value-added services offered, including warehousing, distribution, reverse logistics.
3. Obtain indicative commercial models and pricing structures.
4. Assess IT and integration capabilities (WMS, TMS, EDI, API, real-time inventory, track & trace).
5. Review SLA/KPI frameworks and typical performance benchmarks.
6. Evaluate compliance to legislation that is applicable to this environment, insurance coverage, licenses, and certifications.
7. Understand end-to-end logistics visibility from inbound to outbound and returns.
8. Assess cost-efficiency and potential for upfront investment to reduce long-term operational costs.

### 4. Information Requested

#### A. Company Profile


- Legal entity name, trading names, year established in South Africa, company registration number
- Primary contact for this RFI (name, role, phone, email)
- Total number of warehouse employees, with breakdown by function (operations, IT, customer service, drivers etc)
- Annual South African turnover (last 3 years) and primary customer sectors

#### B. Geographic Footprint & Facilities

- List of warehouse locations, total square metres per site, racked vs. bulk storage, available amenities
- Yard and trailer dock capacity, security infrastructure
- Scalability options and lead times for capacity expansion

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### C. Standard Services

- Receiving, unloading, inspection (dock-to-stock times)
- Storage capabilities (ambient, chilled, frozen), pallet management, inventory tracking
- Picking, packing, kitting, assembly
- Outbound distribution (linehaul, regional, last-mile, own fleet, carrier partnerships)
- Cross-docking and transloading
- Internal distribution and supply chain integrations
- Reverse logistics and returns management
- Value-added services (labelling, batching, bundling, promotional packaging)
- Handling of dangerous goods and relevant licenses
- Fleet management and route optimization
- Customs clearance and freight forwarding (if applicable)

### D. IT & Systems

- WMS (name/version, in-house or third-party), key features
- TMS capabilities and integrations
- Integration methods (API, REST, EDI, SFTP)
- Track & trace functionality and customer visibility tools
- Reporting and dashboards (include sample KPI reports if available)
- Other technology capabilities i.e. robotics, drones etc

### E. SLA / KPI & Performance

- Typical SLA targets: order accuracy, on-time shipping, dock-to-stock time, order cycle time, inventory accuracy, fill rate, claims rate
- Measurement methodologies and dispute resolution processes
- Recent anonymized performance data (last 12 months) for similar clients

### F. Pricing & Commercial Model


- Available commercial models (e.g., per pallet/month, per order, per pick, kitting fees, minimum monthly charges, surcharges)
- Sample monthly pricing for various storage and service types
- Billing frequency and onboarding fees

### G. Compliance, Certification & Insurance

- Licenses, accreditations, and certifications (e.g., ISO 9001, ISO 22000, HACCP, GDP)
- Public liability and goods-in-transit insurance coverage
- Statutory or municipal restrictions at facilities
- Governance, risk management, contingency and recovery plans

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## H. Security & Quality Assurance

- Physical security measures (CCTV, access control, perimeter security)
- Cybersecurity and data protection protocols
- Quality assurance processes and sample SOPs

## I. Sustainability & ESG

- Environmental and social initiatives (e.g., decarbonisation, electric fleet, energy efficiency, waste reduction, social procurement)

## J. References

- Two client references for similar services in South Africa within the last five years (name, industry, contact details, scope, start date)

## K. Additional Information

- Contract constraints, minimum terms, onboarding timelines, ramp-up plans
- Innovative ideas for supply chain optimization

## 5. Optional Attachments

Vendors to include the following supporting documents:


- Sample SLA or Master Service Agreement (redacted)
- Example KPI reports
- WMS screenshots or API documentation
- Insurance certificates or accreditation copies

## 6. Submission Instructions & Confidentiality

- Submit responses in **PDF format**
- All clarification questions must be submitted in writing to Tsepiso Moloji, [MoloTAs@eskom.co.za](mailto:MoloTAs@eskom.co.za)
- Submission of an RFI response does **not constitute a commitment** by Eskom Distribution to procure services. Eskom reserves the right to invite selected respondents to participate in a subsequent RFP.

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## Non-Compulsory Clarification Meeting

**Date:** 03 December 2025

**Time:** 10:00AM

**Venue:** Microsoft Teams

**Microsoft Teams** [Need help?](#)

[Join the meeting now](#)

**Meeting ID:** 364 592 448 582 50

**Passcode:** vo27qa7N

## 7. Assessment Approach (For Information Only)

Responses will be assessed based on:

- Completeness and clarity of submission
- Geographic coverage and facility capabilities
- Systems and integration readiness
- Demonstrated performance against SLA/KPI benchmarks
- Transparency of commercial models
- Compliance and insurance coverage
- Scalability and onboarding timelines

Eskom has delegated the responsibility for this **RFI** to the signatory of this document, whose details can be found below.


We look forward to receipt of your response.

Yours faithfully

Name	Designation	Signature	Date
Tsepiso Moloi	Assistant Officer Procurement		12 November 2025
Telephone number	0719415891	Fax and/or e-mail address	

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PART B RESPONSE SHEET IN TERMS OF A REQUEST FOR INFORMATION To be completed by the supplier			
To	Eskom Holdings SOC Ltd	Date	
Attention			
Tel no		Fax no and /or e-mail address	
From		Address	
Address			
Sender			
Description of the works/goods/services	Eskom Distribution invites responses from experienced Third-Party Logistics (3PL) providers operating in South Africa to support a market assessment for the potential establishment of a National Distribution Centre (NDC)		

Yours faithfully

Name	Designation	Signature	Date
Telephone number		Fax and/or e-mail address	

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