

Date: 14 April 2026

Ref: Enquiry No:
E2725DXKNOU

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To whom it may concern

RE: CLARIFICATION MEETING ENQUIRY NO: E2725DXKNOU

The provision of Debt Collection Services in the Kwa-Zulu Natal and the Free State Operating Units, for a period of thirty-six (36) months.

QUESTIONS AND RESPONSES

Clarification Request: E2725DXKNOU - Provision of Debt Collection Services

1. Please clarify how the pricing mechanism for active account collection activities, where the scope refers to costs to be negotiated based on age of debt, is intended to operate in relation to the broader recovery-based commission model.
Commission is recovery-based only ("commission to be based on recoveries only – 10%") for all accounts handed over.
2. Please confirm whether Eskom contemplates any cost category as separately reimbursable under the contract, or whether bidders should assume that all ordinary operating costs are to be accommodated within the commercial model unless expressly stated otherwise.
All ordinary operating, tracing, call centre, reporting, and legal process costs must be accommodated within the recovery-based commercial model,
Unless Eskom expressly agrees otherwise in writing.
3. As debtor payments are to be made directly into Eskom's designated bank account, please confirm the mechanism by which recoveries will be attributed to the successful service provider for reporting and commission purposes.
The Eskom Payment Level Report will be the source of reconciliation of payments received against handed-over accounts.
4. Please clarify Eskom's intended treatment of partial payments, split payments, delayed allocations, post-handback payments, and payments received after escalation into legal collections.
Commission will be paid as and when payments are received.

5. Please confirm the nature, frequency, and expected level of detail of reconciliation information that Eskom will make available to support invoicing and recovery reporting.
Monthly detailed account-level reporting,
6. Please confirm whether work is intended to be released through task orders under the PSC3 structure and, if so, what minimum information a task order is expected to contain.
Accounts will be handed over monthly using a Hand Over Pack with customer details
7. Please clarify whether access to customer information, key dates, and operational deliverables are expected to be governed at task-order level.
Customer information will be provided on hand over pack.
8. Please confirm what pricing information, if any, Eskom requires bidders to submit beyond acceptance of the stated recovery-based pricing basis.
No further pricing information will be required beyond acceptance
9. Please confirm Eskom's intended approach to segmentation and handover across LPU, SPU, Sundry Debtors, municipalities, terminated accounts, and active accounts.
Handover is category specific
10. Please clarify what account-level information and historical account data will be made available on handover, including prior collection activity, payment history, dispute status, and legal status where available.
Account history will be provided as and when requested
11. Please confirm whether municipality-related debt is intended to be managed under a consistent approach across the portfolio or whether account handling may vary depending on the relevant municipality or partnership arrangement.
Same collection approach will be used for all accounts handed over
12. Please confirm the intended legal operating model, including the point at which Eskom approval is required before legal steps are taken.
Eskom will require a Probability study on account intended for further Legal steps
13. Please clarify Eskom's expectations regarding defended matters within the value range of R100 000 to R1 000 000, and the intended transfer process for matters exceeding R1 000 000.
R100k–R1m defended matters: service provider handles to completion, with Eskom informed.

Above R1m: matter must be referred to Eskom Legal.
14. Please confirm how work already performed and disbursements already incurred are intended to be treated where a matter is referred onward to Eskom Legal.
Disbursement will be paid on work already done (details invoice will be required)
15. Please confirm the forms of evidence that Eskom will regard as acceptable for purposes of the gatekeeper requirements relating to legal capability, integrated collection systems, bureau access, and tracing capability.
Please refer to the Technical Criteria

16. Please clarify whether equivalent or integrated solutions will be assessed as meeting functionality requirements where they deliver the required capability, even if they are not structured as separate named tools.
Integrated solutions delivering equivalent functionality/output should therefore meet requirements.
17. Please confirm whether delivery arrangements involving hosted platforms, affiliated structures, or third-party service components will be acceptable where the tendering entity remains fully responsible for contract performance.
The tendering entity is fully responsible for all the third-party components, if they will be capable of demonstrating compliance onsite
18. Please confirm the expected minimum content of weekly high-value debt reports and monthly consolidated reports.
All the collection activities that have been done on the account
19. Please clarify the performance thresholds and review process that Eskom intends to apply in determining whether handed-over accounts may be withdrawn, or future handovers suspended.
Reason/s will be provided when account is withdrawn, or future handovers suspended
20. Please confirm whether Eskom envisages a remediation or cure process before handovers are suspended or portfolios withdrawn for performance reasons.
Eskom's Performance Management Policy
21. Please confirm Eskom's anticipated mobilisation period from award to first handover and whether implementation is intended to commence through phased releases or immediate full portfolio handover.
Phase leases (this will be details on the on-boarding meeting)
22. Please clarify whether any transition from incumbent service providers is anticipated and, if so, how active matters and account histories will be managed during transition.
This will be details on the on-boarding meeting