

	Expression of Interest (EOI) or Request for Information (RFI) Template	Document Identifier	240-72663051	Rev	2	
		Effective Date	14 March 2025			
		Review Date	March 2030			
		EOI/RFI Number	E1389NTCSAMWP			

PART A REQUEST FOR AN EXPRESSION OF INTEREST (EOI)/ REQUEST FOR INFORMATION (RFI)			
Description of the works/goods/services	Telecommunications services Billing System and Billing Tariff modelling		
Deadline for submission	11 July 2025	At (South African Standard Time)	10h00
RFI to be submitted electronically via Eskom E- tendering site by the stipulated closing date and time.	Tenders are to be submitted electronically via Eskom E- tendering site. <i>Please note it is the responsibility of the supplier to ensure that RFI submission is submitted before the closing date and time</i>		
Electronic Submission of RFI	<p>The tenderer must upload the tender via NTCSA Tender bulletin site on the Eskom E- tendering page.</p> <p>All documents need to be submitted in a PDF and Excel format (The limit is 50MB per file and total submission of 900MB per submissions).</p> <p>No Zip/condense files can be uploaded No hard copy will be accepted</p> <p>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.</p> <p>Please ensure that the submission status is indicated as complete.</p> <p>Supplier Help Manual guide and video can be found on Eskom E-Tendering page</p>		
E-tendering Help Manual for supplier	Refer to the E-tendering Help Manual uploaded with the RFI		

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

- **Request for information (RFI)** to submit information for the services as stated in the table. 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 **Telecommunications services Billing System and Billing Tariff modelling**. Eskom may request indicative prices if so stated in this RFI.

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
Lebogang Sekgothe	Procurement Officer		2025-06-12
Telephone number	011 309 3470	e-mail address	Sekgotlc@eskom.co.za

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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	<i>Lebogang Sekgothe</i>		
Tel no	<i>[insert your fax number and/or e-mail address]</i>	e-mail address	<i>insert your fax number and/or e-mail address]</i>
From	<i>[insert the registered full legal name of the company]</i>	Address	<i>[insert the business address of the company]</i>
Address	<i>insert the physical address of the company]</i>		
Sender	<i>[insert the full name of the sender at the company]</i>		
Description of the works/goods/services	<i>[insert a description of the works as per part A]</i>		

Please find below our response to Eskom's questions:

No.	Question	Please indicate your response in this column
1.	<i>[your contact name and contact details]</i>	
2.	<i>[Company registration number]</i>	
3.	<i>[brief description of previous experience and Description of the solution that you can offer]</i>	
4.	<i>Indicative prices</i>	
5.1	Telecommunications services billing system: Currently, the business is using the Integrated Billing System (IBS), a manual system that gets inputs from Consurgo (database). Manually, the data is downloaded, and an Excel sheet is sent to the finance department to issue an invoice.	
a)	Database: Is the system capable of migrate data from the existing network databases and manage new services added to the network. Share examples	
b)	Customer communication and Notification: The system must be able to automatically inform the	

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	customer of any tariff adjustments and billing/statement notifications.	
c)	Automated invoicing: Issuing automated invoices monthly to the customers.	
d)	Recurring billing automation: Customer self-service portal to view their subscription and account overview.	
e)	Customer account management: The system must be able to manage new sign-ups (services), upgrade requirements, downgrades, and cancellations of services.	
f)	Integration with the current Eskom system (e.g., SAP).	
5.2	Current billing Tariff document: The current billing tariff calculator is outdated and is based on the Telkom SA Ltd tariffs data, which was made available on their website; this was done to benchmark service prices with the market. The telecommunications Cost recovery tariff model must consist of the following:	
a)	Individual cost drivers for all services.	
b)	A cost recovery tariff model that will be controlled by NTCSA and can be revised for future tariff changes.	
c)	A flat rate cost recovery tariff system (i.e. X25, Fixed PAX Usage) for all legacy and new technologies (IP and Ethernet) on the network for current and future services.	
d)	The Billing model needs to incorporate usage-based billing for all services to ensure that the model is future-proofed for future projects.	
5.3	Ethernet Billing strategy:	
a)	How does the company deal with Ethernet billing (IP services)?	
b)	What are the requirements for the Ethernet billing?	
c)	What criteria are used for ethernet (IP service) billing?	
d)	Case studies (Migration from TDM to IP service billing)	

Yours faithfully

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

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