

 Eskom	Tender Questions and Answers	Document Identifier	240-7124948	Rev	1
		Effective Date	01 April 2023		
		Review Date	April 2026		

To whom it may concern	Date	18 October 2025
	Enquiries	Malungi Sibiya
	E-mail address	GumedeLC@eskom.co.za

Dear Sir/Madam

Request for Enquiry Number	E2086DXKZNOU
Description / Project Title	The Provision of Outcome-Based Physical Guarding Services and Security Technology Solutions for Three Zones (Pietermaritzburg, Newcastle and Empangeni) in the Eskom Distribution Division, Central East Cluster - KwaZulu Natal Operating Unit for a Period of Sixty (60) Months.
Tender Questions Closing Date	

Item	Questions	Answers	Clarity Published Dates
1.	Can we tender on the security guards only or must we include security technology?	If tendering for the zone(s), Tenderers are required to submit proposals for both security guards and technology.	18.11.2025
2.	There's a technical criteria requiring 100% coverage of the sites, in terms of detection and intrusion. Are you going to share the floor plans or maps of the areas that we need to cover so we can plan accordingly?	There are no drawings for each and every site, but arrangements will be made to enable Tenderers to see the locations.	18.11.2025
3.	Page 5 of the technical evaluation criteria says the control room will be in Middelburg, is this a typo?	It was a typo, the control room will be established at Mkondeni. The criteria will be corrected and the new document uploaded on the tender portals.	18.11.2025

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4.	In the absence of drawings, do you have GPS co-ordinates available so we can search on google what the sites look like?	Yes, the sites list will be updated with GPS co-ordinates and uploaded to the tender portals.	18.11.2025
5.	The BOQ has a lot of items listed that are specific to certain vendors, these will be submitted via email to the Buyer for further clarification.	Noted.	18.11.2025
6.	The BOQ is very specific to a certain line of technology, is there a difference between what is currently on the field compared to what is on the BOQ? Because the tender is broad in technology since we have to come up with a technological solution to the problems at hand. If the solution that you are foreseeing is different from what is on the BOQ, how do you deal with that?	<p>Because the tender has to be evaluated on a common base, we try to cater for as many items as possible on the price list so that the rates that are received can be evaluated on a common base. Because if we have it open-ended, there will be a lot of different solutions proposed with very different items, and it will therefore be impossible to evaluate on a common base.</p> <p>The sites currently have the systems shared by Technical during their presentation (which can be found in the list of sites in the Technical pack), but it will be up to the Bidder to propose if they would prefer that the existing systems be removed.</p> <p>Because this is an RFP, alternative tenders are welcome. Tenderers are to prepare a proposal based on Eskom's requirement to enable evaluation on a common base and then prepare an alternative solution that they think will meet the requirements. These proposals need to be submitted as one submission.</p>	18.11.2025
7.	There's obsolete equipment on the BOQ, some of the products/line items that we're to quote on are either discontinued or some now have better technology. It will be difficult for us to	In those instances, you may quote on the latest/most similar products/technologies available on the market for that line item, but it should meet the specification and not necessarily the specific brand.	18.11.2025

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	quote on outdated equipment, as the new line item will be totally different, how do we deal with that?	<p>The tender is for outcome-based contracting and was issued as an RFP therefore we are not descriptive in terms of the brands that Tenderers should use when developing the solution, we're affording the Tenderers an opportunity to propose a solution that will be fit-for -purpose for our facilities to ensure that we have zero breaches.</p> <p>The BOQ doesn't define the scope of work but is a guide that will assist in developing proposals.</p> <p>Attention is also drawn to Tenderers on Section 2.22, page 9-10, of the enquiry which states that: "Alternative proposal(s) are allowed, based only on the following criteria and are subject to acceptance by Eskom: An original RFP must be submitted in response to the request, and additionally include the alternative proposal on the same submission."</p> <p>These proposals are to be uploaded as <u>one submission</u> (i.e. option 1 and option 2), as any new submission received after the first one will be regarded as the only submission for consideration.</p>	
8.	We're going to be working at substations, are we required to quote on ORVHS/responsible person or is Eskom going to supply that resource when a contractor is working on site?	If working in close proximity to substations, Eskom's authorized person will be available on site to secure the environment where contractors will be executing their tasks.	18.11.2025
9.	Your technical specifications mention that we must submit the Directors PSIRA Certificates Grade A, however, directors can either be Grade A or B.	Yes, the specification will be amended and uploaded on the tender bulletins.	18.11.2025

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	Please advise if you will amend this accordingly?		
10.	For OHS & Environmental. Please note that the Annexure B document has not been attached.	The document will be uploaded under the addendum folder.	18.11.2025
11.	Would you be able to provide us with some co-ordinates or locations of these substations please to enable us to locate them.	This will be addressed as per answer no. 4 above.	18.11.2025
12.	Could we kindly request a more detailed list of sites, including coordinates, risk ratings, and perimeter lengths? It was mentioned that there are a total of 604 sites — we would appreciate a clear breakdown of the respective risk ratings for each.	<p>Not all 604 sites will be covered now, some will be done later as and when required.</p> <p>Sites currently guarded are all Tier 2 (list of sites deployed with physical guards is attached on the tender pack under the Technical folder).</p> <p>All our current sites are either tier 2, 3 or 4 as we don't have high risk level infrastructure such as national key points.</p> <p>The tables on the scope, pages 10 - 18 indicates the KwaZulu-Natal facilities categorized by their risk levels (Tiers) and corresponding minimum security requirements</p>	18.11.2025
13.	Will we be able to utilise Eskom's supplied network infrastructure, or will we be required to provision our own connectivity?	An Eskom network will be provided for the control room, but for connection of the substations to the control room tenderers to provide their own network connection.	18.11.2025
14.	With reference to the She requirements, Annexure B is not provided	Annexure B will be uploaded under the addendum folder.	18.11.2025
15.	With reference to the Environmental Requirements, Annexure B is not provided	Annexure B will be uploaded under the addendum folder.	18.11.2025

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16.	Our control room is located in Gauteng, where our head office is also based. We do have an office in KZN; however, it does not include a control room. For the purpose of this tender, please advise whether we should provide the address associated with our control room	Only Tenderers who are successful will be visited (see page 10 of the technical evaluation criteria) as per the tender. No boundaries or limits have been described for the site visits therefore Tenderers are welcome to use any address.	18.11.2025
17.	The Summary Page under Total Field, refers to "RATE ONLY" but the individual pricelist's (Bill No 1 to 10) subtotal carry forward to summary page Total price i.e. (Supply + Install x Qty).	This is a rate only contract on an as and when Required Basis, therefore there are no Quantities on the Pricelist and hence there cannot be any Sub totals or Totals. Bill 1 to 10 Sub-total and Totals will come into effect when the contract is placed and Task Orders issued with Quantities. Only then would the Sub-totals and Totals Column be used.	18.11.2025
18.	Bill 10 is a rate only per item (different activities will cost different rate) what is the total rate only required on the Summary Page?	Several items listed under Bill 10 require only the submission of a rate for each relevant item. These rates will not be totalled on the summary worksheet.	18.11.2025
19.	The Summary Page sub-totals item No. 1 to 8 only leaving out item 9, why? Also confirm if item 10 is a rate only therefore that's why it's excluded from the sub-total formula?	As this is a rates-based contract, there will be no Sub-total or Totals submitted with the Tender submission. The sub-Totals and Totals will only be used when Task orders are issued, this applies to all Sections and Items of the Pricelist.	18.11.2025
20.	For the substations is Eskom using the card system?	Yes, employees use their unique cards to gain access.	18.11.2025
21.	Will a floorplan for the control room be provided?	It is attached on the Technical folder.	18.11.2025

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22.	Will the 604 sites need to be installed with systems?	No, only the sites currently installed with equipment needs to be connected to the control room, others will be connected as and when the need arises.	18.11.2025
23.	Will Tenderers be expected to provide a Control Room Operator or will Eskom provide a resource?	Tenderers need to provide the resource.	18.11.2025

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