

	Tender Questions and Answers	Document Identifier	240-7124948	Rev	1
		Effective Date	01 April 2023		
		Review Date	April 2031		

To whom it may concern	Date	14 October 2026
	Enquiries	Seela Pillay
	E-mail address	Seela.pillay@eskom.co.za

Dear Sir/Madam

Request for Enquiry Number	E3628DXKZNOU
Description / Project Title	The establishment of an enabling agreement for the provision of SPU Meter Reading Services for the various areas in KZN Operating Unit, in Central East Cluster for Distribution Division (on an as and when required basis) for a period of thirty-six (36) months.
Tender Questions Closing Date	

Item	Questions	Answers	Clarity Published Dates
1.	Meter reading certificate: - What are the unit standard for this course.	Below are the unit standards and the attached prerequisite and course criteria as provided by the Eskom EAL, • Pre-Job Planning and Risk Assessment PRE • ORHVS Awareness • Supervision in electrically hazardous areas • Low Voltage Regulations Meter reader workshop (reading of a meter)	16 October 2026
2.	Meter reading authorization: - We have LV responsible person, will that be allowed or we must have meter reading.	No, we only accept as per the items listed below:	16 October 2026

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		Copy of the Meter Reading Course Certificate (Eskom EAL or accredited external training provider). For SPU Meter Reading Resources Certificates, the following tender returnable will be considered: 1. Eskom issued Meter Reading certificates 2. External Training Service Provider certificate will be accepted provided that the following two requirements below are met: a. The certificate is issued by a SETA accredited training provider. b. A letter from the training provider on an official letterhead accompanies the certificate and contains details of the course content and a contact number in order for Eskom to verify the authenticity of the training as well as the certificate.	
3.	Mandatory training and skills: - Must it be one person will all the training or we can put different names.	Each meter reader must have all the training requirements.	16 October 2026
4.	Could you please confirm which service providers are accredited by Eskom for meter reading training? I checked the contractor facilitator list but could not find anyone accredited for this specific training. Alternatively, please let me know if we can use SETA-accredited providers.	Eskom EAL provides the meter reading training and all SETA accredited providers will be considered, see specification below: Copy of the Meter Reading Course Certificate (Eskom EAL or accredited external training provider). For SPU Meter Reading Resources Certificates, the following tender returnable will be considered: 1. Eskom issued Meter Reading certificates 2. External Training Service Provider	16 October 2026

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		certificate will be accepted provided that the following two requirements below are met: a. The certificate is issued by a SETA accredited training provider. b. A letter from the training provider on an official letterhead accompanies the certificate and contains details of the course content and a contact number in order for Eskom to verify the authenticity of the training as well as the certificate.	
5.	Would it be possible to provide some additional information to assist us with pricing the tender • Number of meters per area, separated into urban and rural. • Number of routes per area, preferably with route descriptions or GPS locations. • Historical monthly or quarterly reading volumes, including the average number of no-access readings. • Approximate distances between installations, particularly in rural areas. • Reading schedules – whether routes are allocated continuously or only during specific reading windows.	Currently the business has smart meter projects in urban and rural areas. These projects are designed to transition Eskom from conventional meters to smart metering. It is therefore difficult to provide numbers based on the constantly changing environment, and difficult to provide numbers using historical data. Routes are allocated during the meter reading window period. Kindly refer to the scope of work for the tender.	16 October 2026

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	The information provided in the pricing schedule is quite limited, making it difficult to calculate realistic rates without having some indication of the expected volumes and distances involved. For example, if we know the approximate number of meters and the distances to be covered on a route in say Margate, we can plan the most cost-effective way to complete the readings and price accordingly. However, without knowing how many meters are involved or how far apart they are, it becomes particularly difficult to determine a reasonable rate, especially for rural areas. As an example, reading 70 meters over a distance of 7 km (a typical urban scenario) would involve considerably different operating costs compared to reading 70 meters spread over 70 km (a typical rural scenario). Although the number of readings is the same, the time, fuel and vehicle costs involved would be significantly different, and therefore the same rate would not be practical. With the recent increases in fuel prices, efficient route planning will be a major factor in keeping costs down while ensuring that the readings are completed within the required timeframes. I'm sure you can appreciate the difficulty in trying to provide competitive and realistic rates without having a clearer picture of the work involved.		
6.	We would like to enquire whether a newly established company that possesses all the required certificates, but has not yet obtained the relevant authorisations, may still submit a tender	Points will only be awarded for valid certificates as per the technical evaluation criteria.	16 October 2026

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	application. If so, kindly advise whether proof of a pending authorisation application or a commitment to obtain the authorisation before contract award would be considered acceptable. We would appreciate clarification on the eligibility requirements and any applicable provisions for newly established companies		
7.	<u>Tender returnables</u> Regarding the returnable documents, the provided form requires us to insert supporting documentation, such as our SARS Tax Clearance Certificate, COIDA etc . Could you please advise how these documents should be included? May we upload them as separate attachments?	The supporting documents may be attached to the Commercial Tender Returnables or uploaded separately. Either method will be accepted.	16 October 2026
8.	<u>Price list</u> The price list has a column for quantities; will the quantities be provided or can we leave this blank and only insert the rates?	Please check Addendum 1, the quantities have been removed.	16 October 2026
9.	<u>Technical</u> Should training certificates be certified?	Yes, refer to tender document.	16 October 2026
10.	If we don't have meter reading authorization , can we do a POE certificate that shows that we have done training.	No, only valid certificates will be considered as per tender document.	16 October 2026
11.	Is this submission have a specific CIDB grading	CIDB is not applicable.	16 October 2026
12.	How many contractors required for this contract	Five (5) contractors.	16 October 2026

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