	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	September 2022		
		RFI No.	KZN064		

PART A REQUEST FOR INFORMATION (RFI)			
Description of the works/goods/services	Request for Information from Suppliers for the provision of Contact Tracing/ Data Mining Tool or System to enable and/or improve the contactability of Customers, for the KwaZulu Natal and the Free State Operating Units.		
Deadline for submission	02 February 2023 No late submissions will be accepted.	At (South African Standard Time)	10H00
Tender Office address	THE KWAZULU NATAL TENDER OFFICE Eskom Commercial Building Procurement Offices 25 Valley View Road New Germany 3620		

Eskom Holdings SOC Ltd ("Eskom") invites you to submit a:

Request for information (RFI) to submit information for the provision of Contact Tracing/ Data Mining Tool or System to enable and/or improve the contactability of Customers, for the CentralEast Cluster. This RFI is a stand-alone information-gathering, restricted to only South African Suppliers, to inform and assist Eskom's further deliberation and development of a strategy to enable and/or improve the contactability of Customers, for the CentralEast Cluster.


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

NAME	SIGNATURE	
Shandy Singh	<i>C. Singh</i> 10 January 2023	
Officer - Procurement	+27 31 710 5348	singhc@eskom.co.za

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We look forward to receipt of your response.


Yours faithfully

Name	Designation	Signature	Date
Thandi Xaba	Acting Procurement Manager CentralEast Cluster KZN Operating Unit KZNOU4829		10 January 2023
Telephone number	+27 31 710 5063		

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PART B
REQUEST FOR INFORMATION – KZN064
(To be completed by the Supplier)

To	Eskom Holdings SOC Ltd	Date	
Attention	Shandy Singh		
Tel no	+27 31 710 5348	Fax no and /or e-mail address	singhc@eskom.co.za
Name [insert the registered full legal name of the company]		Address	
Address (Insert the physical address of the company)			
Sender (insert the full name of the sender at the company)			
Description of the services (insert a description of the works as per part A)			

Scope of Work of the RFI:


The Data Mined information, as listed below, are data fields which must be provided by the required tool or system:

- Verification of Name and Identity number
- Contact details
- Person's living status
- Marital Status
- Addresses (Physical and Postal)
- Employer's details
- Defaults and Judgments on person's and/ or business profiles
- Person ID linked to Directorship
- Businesses directorship details
- Trust Information
- Property Deeds information

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The requirement for the tool and service is as follows:

1. The tracing tool must be web-based and accessible using Internet Explorer, Microsoft Edge or Google Chrome.
 - a. There must be no requirement for software installation on any Eskom device.
2. The tracing tool must allow the user to input the required search data for a single search and must return the data-mined information after the user query has run.
 - a. Service provider should not be exclusive to batch searches only. Individual searches are our main requirement.
3. The system must allow the user to download tracing reports in a pdf format.
4. The system must allow the user to view a history of searches run and overall usage reports.
5. The tool will be used by multiple Eskom debt management staff. The service must allow for a single Central East Cluster login for use by multiple users at the same time or offer multiple user profiles linked to the Central East Cluster i.e., KwaZulu Natal and the Free State Operating Units, billing/credit profile.
6. The service must offer customer support as a part of the subscription, allowing users to contact support either telephonically or via online forms or both.
7. The service may offer a prepaid subscription or a postpaid subscription or a package subscription directly with the service provider and not via any third parties.
 - a. Prepaid subscriptions must have a defined cost per search, and prepaid credit purchased must not expire and must be usable after the contract term ends.
 - b. Postpaid subscriptions must have a defined cost per search, and the total number of searches will be billed after a standard usage period e.g. monthly.
 - c. A package subscription must have a defined cost per search and must offer access to a predefined number of searches for a standard usage period e.g. per month.
8. The service must comply with the POPI Act.

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Please find below our response to Eskom's questions:

No.	Question	Please indicate your response in this column
1	Supplier's contact name and contact details	
2	Company Name	
3	Company registration number	
4	<u>SHAREHOLDING AND DIRECTORS</u> The tendering company must indicate the nature of the Shareholding of the Firm and provide the names and identity numbers of director of the Firm.	
5	Submit one (1) original RFI, plus one (1) complete hard copy of the original RFI to Eskom at submission deadline: CLOSING DATE: Thursday, 02 February 2023 TIME: 10H00 Late RFI's will not be accepted	
6	Registration on the National Treasury Central Supplier Database (CSD) and the provision of a MAAA.....number.	
7	Compensation for Occupational Injuries and Diseases Act (COIDA) Please note that this must be valid and the Nature of Business must be relevant to the scope of work.	
8	EME's valid Sworn Affidavit (DTI Template) must be submitted and attested / signed by a Commissioner of Oaths, QSE's valid Sworn Affidavit (DTI Template) must be submitted and attested / signed by a Commissioner of Oaths OR BBBEE Certificate from SANAS approved agency	

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No.	Question	Please indicate your response in this column
9	TECHNICAL REQUIREMENT: 1. Search criteria should not be limited to a single search field, but rather multi-faceted a. Identity number b. Name c. Telephone/Cell Number d. Date of birth e. Address (Postal/Physical) f. Company Name g. Company Registration Number h. Trust Number 2. Have the ability to have one “click” profile, that will provide maximum customer information. 3. The tool will be used by multiple Eskom staff. The service must allow for a single login for use by multiple users at the same time or offer multiple user profiles linked to the billing/credit profile.	
10	What is the name of the product?	
11	Is the system limited to a single or multi-faceted search field?	
12	Is your tracing tool web-based and accessible using Microsoft Edge, Google Chrome or Firefox?	
13	Are there requirements for software installations on any Eskom device?	
14	Does the tracing tool allow the user to input the required search data to a single search and return the data-mined information after the user query has run?	
15	Does your system allow for individual searches?	
16	Does your system allow the user to download the tracing report in a pdf format?	
17	Is the system limited to a single or multi-faceted search field?	
18	Does the system allow for the following search criteria: <ul style="list-style-type: none"> • Identity Number • Name • Telephone/Cell Number • Date of birth • Address (Postal/ Physical) • Company Name • Company Registration Number • Trust Number 	

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No.	Question	Please indicate your response in this column
19	Does the system have the ability to have one “click” profile, that will provide maximum customer information?	
20	Does the system allow for multiple users to use a single login at the same time?	
21	Does your system offer multiple user profiles linked to the same billing/credit profile?	
22	Does the system allow the users to view a history of searches run?	
23	Will the system be able to provide an overall usage report?	
24	Does your company provide customer support as part of the subscription, allowing users to contact your IT support either telephonically or via online forms or both?	
25	Does your company offer a Prepaid subscription?	
26	Does your Prepaid subscription have a defined cost per search?	
27	Does your Prepaid subscription credit expire? (Even after the contract has ended)	
28	Does your company offer a Post-paid subscription	
29	Does your Post-paid subscription have a defined cost per search	
30	Will the total number of searches on a Post-paid package be billed after a standard usage period e.g. per month?	
31	Does your company offer a Package subscription?	
32	Does your Package subscription have a defined cost per search?	
33	Does your Package subscription offer access to a predefined number of searches for a standard usage period e.g. per month.	
34	Does your service comply with the POPI Act?	

RFI SUBMISSION

Your submission containing all the copies and documents requested, must be under sealed cover and endorsed **“REQUEST FOR INFORMATION: KZN064 – The provision of Contact Tracing/ Data Mining Tool or System to enable and/or improve the contactability of Customers, for the CentralEast Cluster.**

In the event that you may have additional information, or alternate applicable programs, kindly provide information.


CLARIFICATION REQUIRED BY ESKOM

Eskom may request additional information, clarifications and/or validation of information contained in the RFI.

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COST OF PREPARING DOCUMENT

The tendering company shall be responsible for all costs associated with RFI submission and additional information requested as well as the preparation thereof.

QUERIES

Please note that all questions and questions on this Request for Information must be communicated by email to Shandy Singh – singhc@eskom.co.za, and all queries and questions received with answers will be published on the Tender Bulletin.

Yours faithfully

Name	Designation	Signature	Date
Thandi Xaba	Acting Procurement Manager CentralEast Cluster KZN Operating Unit KZNOU4829		10 January 2023
Telephone number	+27 31 710 5063		

SUPPLIER INFORMATION

COMPANY NAME		SUPPLIER NAME	
SIGNATURE		DATE	
CONTACT NO		EMAIL ADDRESS	

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