

	Meeting Minutes (General) NON-COMPULSORY CLARIFICATION MEETING THE PROVISION OF DEBT COLLECTION SERVICES IN THE NORTHWEST AND THE NORTHERN CAPE OPERATING UNITS, FOR A PERIOD OF THIRTY-SIX (36) MONTHS.	Template Identifier	240-54076329	Rev	10
		Effective Date	April 2026		
		Review Date	April 2031		

DATE	TIME	VENUE	MEETING NO.
13 August 2026	10H00am/ 11H00am	MS Teams	1

ITEM	SUBJECT & SALIENT POINTS	DECISIONS & ACTION ITEMS	RESPONSIBILITY
1.	OPENING,		
1.1.	Welcome:	TM opened the meeting and welcomed everyone as well as set ground rules	Tshifhiwa Mandavha
1.2.	Permission to record the meeting	TM requested permission to record the meeting, there was no objection and meeting was recorded.	Tshifhiwa and all attendees
1.3.	SAFETY AND ESKOM VALUES DISCUSSION(S)	Safety and Emergency Evacuation Procedure	Tshifhiwa Mandavha
2.	MEETING OBJECTIVES		
2.1.	Objective	TM explained the purpose of the meeting which is to provide clarity and allow bidders a chance to ask questions where Suppliers need clarity It was clarified that attendance at this clarification meeting is non-compulsory and will not affect the eligibility or evaluation of any tender submission.	Tshifhiwa Mandavha
3.	Eskom Commercial Process	TM provided a comprehensive overview of the tender submission process, including key deadlines, electronic submission requirements, and the	Tshifhiwa Mandavha

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		importance of monitoring the tender portals for updates, with input from Jabulile and other team members.	
3.1.	Tender updates	Submission Format and Deadlines: - Submission Deadlines and Clarifications: Tshifhiwa explained that the tender was issued on 3 August, with a closing deadline of 25 August at 10 AM South African time, and that clarification questions must be submitted by 20 August. Late submissions will be rejected automatically, and all updates or clarifications will be posted on the tender portals. Electronic Submission Requirements: Tshifhiwa emphasized that submissions must be made electronically via the e-tendering site, with documents in PDF format and a copy of the BOQ in Excel. Manual or hard copy submissions are no longer accepted, and failure to upload	Tshifhiwa Mandavha

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		required documents will render the tender unresponsive. Portal Monitoring and Updates: Participants were advised to check the National Treasury e-tender portal and Eskom tender bulletin daily for updates, as any changes to the tender or responses to questions will be published there. Document Labeling and Submission Guidance: Tshifhiwa provided guidance on labeling documents, using the tender number and description, and encouraged bidders to submit all mandatory and non-mandatory documents at the closing date to allow time for corrections if needed.	
3.2.	Evaluation Criteria and Mandatory Requirements:	Tshifhiwa, Yolanda, and Tendani detailed the evaluation process, including basic compliance, technical functionality, PPPFA ranking, SDNL, and contractual requirements, highlighting mandatory documents and minimum thresholds for qualification.	Tshifhiwa Mandavha Yolanda Jacobs Tendani Jabulile Shongwe Botshilo
3.2.1.	Basic Compliance and Mandatory Documents:	The first step in evaluation is basic compliance, requiring electronic submission in PDF format, a completed BOQ, and all mandatory documents as	Tshifhiwa Mandavha

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		listed in the ITT. Failure to submit mandatory documents results in disqualification.	
3.2.2	Technical Evaluation and Functionality:	Yolanda and Tendani described the technical evaluation, which includes criteria such as proof of debt collector validity, in-house legal department, integrated debt collection system, credit bureau affiliation, tracing capabilities, and proven track record. Tenderers must achieve a minimum score of 80% to pass.	Technical Team
3.2.3	Specific Goals and Preference Points:	PPPFA Ranking and SDL&I The evaluation process includes PPPFA ranking based on price and BEE status, followed by SDL&I requirements, which cover supplier development, localization, and industrialization goals.	Tshifhiwa Mandavha Jabulile Shongwe
3.2.4	Contractual Requirements:	Contractual requirements include environmental and quality compliance, financial analysis, and submission of CSD documents. These must be met prior to contract award, and failure to comply at this stage can prevent contract award.	Tshifhiwa Mandavha

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4.	Scope of Work and Technical Requirements:	Yolanda Jacobs presented the scope of work for debt collection services in the Northwest and Northern Cape, outlining technical requirements such as integrated systems, legal capabilities, customer tracing, and reporting, with support from Tendani. Service Scope and Duration: The contract covers debt collection services for Eskom in the Northwest and Northern Cape operating units over three years, requiring specialized agencies to enhance revenue collection and manage non-paying customers. Technical System Requirements: Service providers must have integrated debt collection systems, dual viewing functionality, tracing and recovery systems, and the ability to efficiently collect on all accounts with compliance to relevant legislation.	Yolanda Jacobs Tendani

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		Legal and Compliance Capabilities: Providers must have an in-house legal department or attorney to manage litigation, conduct adverse listings on credit bureaus, and maintain audit trails of customer interactions, including voice recordings. Customer Management and Reporting: Requirements include maintaining a call center for overdue payment reminders, effective customer relationship management, timely performance reports, and easy access to online reports for Eskom.	
5.	BOQ and Pricing Schedule Clarifications:	Tshifhiwa discussed BOQ and pricing schedule, addressing questions about commission rates, document completion, and uploading procedures, ensuring participants understood how to fill and submit the BOQ. BOQ Structure and Commission Rates: The BOQ requires bidders to specify commission	Tshifhiwa Mandavha

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		rates as percentages for both active and non-active accounts, with payment based on successful recoveries. Legal collection items are charged per unit, and estimated quantities and recovered amounts are provided. Document Completion Guidance: Tshifhiwa explained that the BOQ should be completed in Excel for ease of calculation and clarified how to input rates and calculate totals. Participants were advised to ensure their rates are clearly specified and to avoid errors that could affect their submission. Uploading Procedures: Participants were instructed to upload both PDF and Excel versions of the BOQ, and to organize their documents in folders or zip files if possible, labelling them appropriately for mandatory and non-mandatory submissions.	

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6.	Supplier Development, Localization, and Industrialization (SDL&I) Requirements	Jabulile Shongwe presented SDL&I requirements, including BEE documentation, local content targets, procurement from designated groups, job creation, skills development, and penalties for non-compliance.	Jabulile Shongwe
6.1.	BEE and Ownership Documentation:	Tenderers must submit valid B-BBEE certificates, proof of ownership/shareholding, certified ID copies of shareholders, and proof of disability where applicable. Failure to submit these documents results in zero points for specific goals but does not disqualify the tenderer.	Jabulile Shongwe
6.2.	Local Content and Procurement Targets:	Eskom targets 100% local content for this contract, and encourages procurement from black-owned, black woman-owned, black youth-owned, and disabled-owned companies, with suggested percentages for each group.	Jabulile Shongwe
6.3.	Job Creation and Skills Development:	Tenderers are encouraged to propose job creation and retention plans for the three-year contract, as well as skills development programs for debt collection and credit control management, with targets to be agreed upon with Eskom.	Jabulile Shongwe
6.4.	Penalties and Reporting:	A 2.5% penalty of contract value applies for failure to meet SDNL obligations, with quarterly reporting required to monitor compliance. Validity of sworn	Jabulile Shongwe

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		affidavits and proper signing procedures were also emphasized.	
7.	SHEQ	Environmental and Quality Requirements Botshelo and Tshifhiwa outlined environmental and quality requirements, including submission of environmental policies, appointment letters, emergency plans, waste management plans, and quality management documents, with clarification to questions on remote work applicability.	Botshelo Mosisidi
7.1.	Environmental Documentation:	Tenderers must submit a signed company environmental policy, valid environmental appointment letter, emergency plan, and waste management plan, including registers for waste, separation, minimization, handling, and disposal.	Botshelo Mosisidi
7.2.	Quality Management Requirements:	Quality requirements include submission of supplier quality management specifications, method statement templates, and compliance with ISO 9001 standards, with designated representatives required to sign relevant documents.	Tshifhiwa Mandavha

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		Applicability for Remote Work: Tshifhiwa clarified that environmental policies should accommodate remote work, ensuring safety and compliance for employees working from home, and that quality documents must be completed and signed as required.	
8.	Clarifications and Q&A on Technical and Submission Requirements	Tshifhiwa, Yolanda, and other participants addressed multiple questions regarding technical requirements, reference letters, legal department arrangements, dual view functionality, environmental plan applicability, and document uploading, providing guidance and promising follow-up where needed	Technical Team
8.1.	Reference Letters and Track Record:	Questions about the recency and type of reference letters required were discussed, with Yolanda and Tendani clarifying that more recent letters are preferred and that points are awarded based on years of experience, but further confirmation will be provided in the meeting minutes.	Technical Team
8.2.	Legal Department and Outsourcing	Clarification was given that tenderers may have either an in-house legal department or an agreement with an external law firm, provided proper documentation and reference letters are submitted.	

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8.3.	Dual View Functionality:	Attendee asked about dual view functionality requirements, and Yolanda indicated that further guidance will be provided in the meeting minutes, as the team needs to decide on submission expectations.	Refer to item 9
8.4.	Environmental Plan for Remote Work:	Questions about the relevance of environmental plans for remote staff were addressed, with Tshifhiwa explaining that company policies should cover remote work.	All
8.5.	Document Uploading and Portal Functionality:	Participants discussed uploading procedures on the e-tender portal, including the use of zip files and folder organization, with screenshots provided by attendee to illustrate the submission interface.	All participants
9.	Questions and Answers to items not clarified at Clarification meeting	Q: Is the Debt Collector with affiliation to ADRA and Council of Debt Collectors both required and the only optional is the LSSA? A: The only optional one is LSSA, ADRA and Council of Debt Collectors is a requirement Q: Could you please confirm how you would like us to provide details of the dual-view functionality? Should we include, in the tender submission, an explanation of how access will be granted to Eskom?	MARTINA

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		A: submission should indicate how Eskom will be granted appropriate access to view relevant information.	
9.1.	QUALITY REQUIREMENTS QUESTIONS	Q: Obtain and provide a simplified explanation of how to complete the quality retainable documents, especially regarding pre-populated sections. Answer: Section A: A.1 Suppliers must use the Quality Method statement template provided and answer questions highlighted in Blue A.2 Suppliers must provided their Quality policy and it must be signed by the CEO or Director of the company A.3 Suppliers must provide their Quality Objectives and Suppliers must be signed by the CEO or Director of the company Section B: B.1 I need their company's organogram together with their roles and responsibilities and Suppliers must ensure that Quality rep is amongst the people who are on the organogram together with his or her roles and responsibilities then Suppliers can draw up the matrix	VICTOR

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		B.2 I want to see should the be a need for them to outsource, what CRITERIA are Suupliers going to use to - Select the external supplier - For Evaluation - For R-evaluation - Monitor their(external supplier) performance So I want to see criteria for each of them, meaning criteria for selection, criteria for evaluation, criteria for monitoring of performance and criteria for re-evaluation Section E: (Form A) E.1 Suupliers must use template provided which is Form A. Suupliers must complete section A(Suupliers must write the tender number next to enquiry/contract no) of Form A and the Quality rep of their company must complete the botton part(Section E) of Form A (write his/her name, designation, date and sign)	
9.2.	ENVIRONMENTAL REQUIREMENTS QUESTIONS	Q: Is this part applicable to this tender? A: Yes, this is critical environmental requirements it shows commitment to Environment, the company must show commitment to environment, even if they adopt Eskom SHEQ Policy its acceptable.	ALFRED

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		Q: I need to understand given 80% of our staff works remotely (from home etc) is this document still relevant? A: Yes, the company must assing personnel to handle Environmental issues, this should be accompanied the appointment letter. Q: Examples for environmental requirements please? A: EXAMPLE BELOW TO ADRESS: IN CASE THERE ARE BEES, SNAKES AND OIL SPILLS <table border="1"> <thead> <tr> <th colspan="4">5. EMERGENCY NUMBERS IN GEMMA CLUSTER – BEE HANDLERS</th></tr> <tr> <th>ORGANISATION</th><th>CONTACT PERSON</th><th>LANDLINE</th><th>CELLPHONE</th></tr> </thead> <tbody> <tr> <td>Baki Bee farm</td><td>Nono Mohothennng</td><td></td><td>082 224 5787</td></tr> <tr> <td>Du Plessis Beekkeepers (NC)</td><td>Tinus Du Plessis (NC)</td><td></td><td>072 142 0505</td></tr> <tr> <td>Bee Removal Services</td><td>TJ Van Zyl (NC)</td><td></td><td>060 389 2910</td></tr> <tr> <td>Kimberley Fire Station</td><td>Control Centre</td><td>053 832 4211</td><td>053 832 2222</td></tr> </tbody> </table>	5. EMERGENCY NUMBERS IN GEMMA CLUSTER – BEE HANDLERS				ORGANISATION	CONTACT PERSON	LANDLINE	CELLPHONE	Baki Bee farm	Nono Mohothennng		082 224 5787	Du Plessis Beekkeepers (NC)	Tinus Du Plessis (NC)		072 142 0505	Bee Removal Services	TJ Van Zyl (NC)		060 389 2910	Kimberley Fire Station	Control Centre	053 832 4211	053 832 2222	
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		6. WILDLIFE INCIDENTS (GEMMA) <table> <tr> <th>ORGANISATION</th><th>CONTACT</th><th>LANDLINE</th><th>CELLPHONE</th></tr> <tr> <td>EWT Toll-free</td><td>Help Desk Office</td><td>0860 111 535</td><td></td></tr> <tr> <td>Ronelle Visagie</td><td>EWT representative</td><td>053 683 7010</td><td>0729 955 788</td></tr> <tr> <td>Eskom EWT</td><td>Ndzalama Chauke</td><td>011 372 3600</td><td>078 198 6197</td></tr> <tr> <td>Eskom EWT</td><td>Oscar Mohale</td><td>27 11 372 3600</td><td>078 525 9108</td></tr> <tr> <td>Eskom EWT</td><td>Amos Letsoalo</td><td>27 11 372 3600</td><td>082 757 2603</td></tr> <tr> <td>Northern Cape Department of Environment and Nature Conservation</td><td>Charmaine Kruger</td><td>053 807 7420</td><td>082 330 5328</td></tr> </table>	ORGANISATION	CONTACT	LANDLINE	CELLPHONE	EWT Toll-free	Help Desk Office	0860 111 535		Ronelle Visagie	EWT representative	053 683 7010	0729 955 788	Eskom EWT	Ndzalama Chauke	011 372 3600	078 198 6197	Eskom EWT	Oscar Mohale	27 11 372 3600	078 525 9108	Eskom EWT	Amos Letsoalo	27 11 372 3600	082 757 2603	Northern Cape Department of Environment and Nature Conservation	Charmaine Kruger	053 807 7420	082 330 5328	
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9.3.	In case of a JV would the submission of environmental plan or the other mandatory requirements be applicable to each entity?	The bidding company must submit the above.																													

SIGNED AS A TRUE RECORD OF THE PROCEEDINGS:



CHAIRMAN

DATE

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APPENDIX A – MEETING ATTENDANCE TRACKER

NAME & SURNAME	ROLE	INITIALS
Tshifhiwa Mandavha	Commercial	TM
Yolanda Jacobs	Technical	YJ
Tendani Davhula	Technical	TD
Botshelo Mosisidi	Environmental	BM
Jabulile Shongwe	SDL&I	JS

Link to recording:

[Recap: Non-Compulsory Clarification Meeting - The provision of Debt Collection Services in the Northwest and the Northern Cape Operating Units, for a period of thirty-six \(36\) months. Thursday, 13 August | Meeting | Microsoft Teams](#)

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