

CLARIFICATION NO 1

TENDER NUMBER: E3458GCDMWP (IT Professional Services Panel Augmentation)

No	Clarification	Eskom Response
Commercial		
1	Eskom is requested to consider extending tender closing date by a reasonable period to provide bidders with sufficient time to finalise, and develop a comprehensive and high-quality response that fully addresses Eskom's requirements	Tender closing date and time granted. Revised tender closing and time is 20 October 2026, at 10h00 South African Standard Time (SAST)
2.	Should tenderers submit the RFP document?	The RFP document is a mandatory Commercial returnable. All Annexures must be completed in full, signed and dated.
3.	Will hard copies be accepted?	Eskom will only accept tenders which are submitted electronically via Eskom E- tendering site. Documents need to be uploaded under the folders below: • Commercial, • Due Diligence (Latest Audited Financial Statements) • Technical - Applicable Panel(s) being tendered for, • Contract Document (NEC3) • Supplier Tax Evaluation • Supplier Development, Localisation and Industrialisation • Occupational Health and Safety • Supplier Quality Management

Panel A – OT Cyber Security Services (Information Security)		
1.	What SOC / SIEM solution is currently deployed within Eskom's OT networks?	Various solutions are being used mainly dependent on OEMs
2.	Does Eskom intend to replace the existing OT SOC/SIEM capability, if yes, would this apply across all OT networks or only selected OT environments?	This is a possibility.
3.	Should you require a new OT SOC/SIEM to be implemented, what level of response would you require, would it be detection and escalation, or detection and remediation?	Such a solution/service would be required to include detection, escalation and where appropriate support in remediation.
4.	Should you require a new OT SOC/SIEM solution, do you require support in running the SOC, i.e. a long-term managed service agreement?	Yes
5.	How many OT networks are in scope? Will all 30 power stations be in scope for this engagement?	All sites across all Eskom divisions and subsidiaries.
6.	What is the estimated size of the OT devices (Historians, PLC, PLUs, Scada, etc.) that are housed within each OT networks?	This information will be revealed as a when required, with the contracted party.
7.	How many OT networks are in scope? Will all 30 power stations be in scope for this engagement?	All sites across all Eskom divisions and subsidiaries.
8.	How many OT training sessions are anticipated as part of this engagement?	Training should cover all sites across all Eskom divisions and subsidiaries
9.	How many OT applications are running across all of your OT networks?	This information will be revealed as a when required, with the contracted party.
10.	Page 3 "Proven track record in application development and/or support" - Was this meant to rather read "Proven track record in OT security", as app development is not mentioned in your scope of work	Yes. It should read "Proven track record in OT Security"
11.	For the scope of services, would you require the service provider to implement control gaps, or merely assess the control environment and report on gaps?	Where required, the scope can include improvements to OT security controls.
12.	Do we need to submit 21 CVs at once? or only sample CVs first for few positions	There is no explicit requirement to submit 21 CV. Anything above 5 is at the discretion of the Tenderer.
13.	Do we need to submit 3 CVs for each position? - i.e intermediate, Senior and Expert or only for Expert - 15 years exp.	No. Eskom may request personnel at any of those levels for the works.
14.	Can you provide job descriptions for each position?	Please refer to the services requested and evaluation criteria

15.	Can you please clarify site access/induction - whether the requirement is onsite or remote work would be permissible?	Each site has an induction programme that individuals will need to attend. Works may contain both on-site and remote work
Panel D – Business Analysis (BSDS)		
1.	Six Sigma Skills Requirement We noted that Six Sigma certification and experience are listed as required skills and capabilities. These skills are relatively scarce in the market and are primarily found within traditional manufacturing, healthcare, and financial services sectors. In contrast, Agile methodologies are more widely adopted across industries and may facilitate broader bidder participation, thereby enhancing competitiveness and fairness in the procurement process. As such, would Eskom consider Agile methodology certifications and experience as an acceptable alternative to the Six Sigma requirement when submitting CVs?	Yes, the Agile methodology certifications and proven experience can be considered acceptable alternative to the Six Sigma requirement
2.	Six Sigma certification I have observed that a Six Sigma certification is listed as a requirement under Panel D. Could you please confirm whether this certification is mandatory.	Most importantly for these roles at Senior and Expert – Roles: ▪ Business Process Management Specialist ▪ Business Process Modeller (ARIS) ▪ Business Analyst (However see comments for BA in question 1 above – Six Sigma Skills Requirement).
3.	May a bidder select Panel D section 1.2 only, be evaluated solely under section 2.2, and omit Analytics section 2.1 evidence without penalty or non-responsiveness?	Yes, you may elect respond for the Business Analysis only.

Panel D – Data Analytics (BSDS)		
1	Clarification regarding the tertiary qualification requirements. The source of evidence specifies: “Certified copies of relevant IT qualifications (Diploma/Degree in Data Mining, Statistics, B. Com Informatics, Information Systems, Physics, Mathematics, Computer Science, Finance or Economics).” Could you please confirm whether the listed qualifications are the only qualifications that will be considered, or whether candidates with other relevant and related tertiary qualifications may also be considered? Data Science, Business Analytics, Information Technology, Software Engineering, Actuarial Science, Applied Mathematics, Operations Research, or other quantitative/computing-related disciplines be eligible, provided that they possess the required data analytics skills and experience? For example, would candidates with qualifications in Engineering, Geographic Information Systems (GIS), Data Science, Business Analytics, Information Technology, Software Engineering, Actuarial Science, Applied Mathematics, Operations Research, or other quantitative/computing-related disciplines be eligible, provided that they possess the required data analytics skills and experience?	Other relevant quantitative/computing-related qualification will be considered.
2.	Total for evaluation criteria for Panel D (Data Analytics) does not add up to 100 %	Document corrected and updated as well as added under “Addenda” folder
Tender Contractual Requirements		
1.	Which tender contractual returnables must be submitted at tender closing?	Tender Contractual Requirements includes: - Proof of CSD registration - B-BBEE Certificate/Sworn Affidavit - Latest Audited Financial Statements - SDL&I requirements - Occupational Health and Safety requirements -Supplier Quality Management requirements Contractual Requirements are not evaluation criteria. The recommended tenderer must meet the stipulated contractual requirements prior to contract award.

SDL&I		
1	Is SDL&I applicable to a panel appointment, given that it is difficult to make meaningful commitments without a defined scope of work? If Eskom considers SDL&I to be relevant and applicable in this instance, kindly provide guidance on how the requirements should be addressed and completed by bidders.	SDL&I is a mandated to be a definite requirement in this transaction, and tenderers are required to submit responses based on the scope of work they offer. The guidance is provided in the SDL&I template for bidders document issued with the enquiry.
No	Clarification	Eskom Response
General		
1	Could you kindly confirm whether bidders are expected to respond to all three panels, or whether bidders may submit for only the panel(s) in which they have the strongest capabilities and relevant experience?	Bidders are required to submit responses only for the panel(s) in respect of which they can demonstrate the strongest and most relevant capabilities. The applicable panel selection must be clearly indicated on the Scope Declaration Template.
2	Please confirm whether pricing is required as part of the current tender submission, or whether pricing will only be requested at a later RFQ stage once the panel has been established?	Pricing is not required as part of the current tender submission. Pricing will be requested at the RFQ stage, once the applicable panel process has been concluded.
3	Are service providers who are already appointed on the panel required to submit a response to this tender?	Service providers already appointed on the sub-panel(s) being augmented are not required to submit a response to this tender. This process is intended to evaluate and pre-qualify additional tenderers for possible appointment to the sub-panel(s) being augmented.
4	We have not been able to obtain reference letters from Eskom for previously completed task orders. Could we submit these task orders as part of our referencing for this tender and/or to whom may we submit these completed task orders to obtain reference letters.	The IT Panel Contract Management Office may provide confirmation letters relating to a tenderer's appointment on the panel. However, references relating to performance on completed task orders must be obtained from the relevant Task Order Manager or Eskom Agent responsible for the applicable task order.