

 Eskom	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	19 June 2026
	Enquiries	Theo Vilakazi
	E-mail address	VilakaTe@eskom.co.za

Dear Sir/Madam

Request for Enquiry Number	E2995GXMPHEN
Description / Project Title	Provision of physical security, tactical response teams, aerial surveillance and technology solutions services for a period of 60 months at Hendrina Power Station
Tender Questions Closing Date	18 June 2026

Please note that the whole idea of Eskom requesting proposal is for the interested supplier to demonstrate on how they can provide advance & innovative solutions.

Item	Questions	Answers	Clarity Published Dates
1.	Will proof of police clearance renewal application from SAPS be sufficient?	Only SAPS 365 clearance certificate or Valid criminal verification check, done by accredited AFISWITCH company will be accepted.	2026/06/19
2.	In a case where a bidder is under verification with DOEL, and unable to produce a Letter of Good standing at time of submission, can a private cover for employees be accepted or letter from DOEL indicating the process?	(COIDA) Letter from DOEL indicating that the company is under verification with DOEL will be accepted	2026/06/19
3.	Due to the need for additional time to compile technical requirements, we kindly request an extension of the closing date.	Closing date extended. Please check on tender bulletin to see correct dates	2026/06/19

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

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

4.	Must pricing for the services be submitted as part of round 1?	No Pricing will be required on part 2/phase 2	2026/06/19
5.	Must the pricing for the manpower portions be fixed for the 60-month period? If so, can we utilise the current NBCPSS agreement increase percentages as a baseline for increases during the period, as the agreement for the following 3-year agreement has not been promulgated	Pricing not required on Phase 1 For phase 2, please use PSiRA current price index. The NEC contract will make provision for CPA and PSiRA price adjustment.	2026/06/19
6.	You mention that guards are not allowed to self-post. Is public transport permissible for work home travel?	As part of SD&L subcontracting of employee transport may be explored hence Eskom will pay for work home travelling transport (Pullenshope-Eskom Hendrina Power Station) only	2026/06/19
7.	All officers are required to undergo Eskom's induction prior to site deployment. What is the duration of the induction?	All new employees are required to undergo 45 Minutes induction	2026/06/19
8.	Access Control Procedures & Implementation You require a comprehensive plan that details integration of proposed access control technology, and in the process, we need to assess existing and new systems. We need to demonstrate how our plan will contribute to incident prevention. We need full system details of current systems and current Access and Egress SOPs. Would you be able to provide this to us for all access and egress points?	Non-Compulsory site visit to be arranged by procurement. Taking pictures, Videos during site visits will not be allowed. Only handwritten notes will be allowed as this is a National Key Point (NKP). SOP will only be shared with the successful bidder Current system at Hendrina Power Station is: 1.Fence: Gallagher 2. CCTV: HICKVISION 3.Integrated Access Control: Clock watch	2026/06/19
9.	Patrol Services and Monitoring You require a detailed methodology that includes route plans. You also require this to be per risk plan. We require detailed site plans that showcase these areas, as well as detailed site assessment to formulate the requested plans and routes.	NKP Fence is 6.4 Kilometers Will be shown during Non-compulsory site visit. Please check tender bulletin for dates	2026/06/19

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

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

10.	Security/Emergency Management and Coordination. You require a communication matrix. Please could you send details of your internal stakeholders (Names and designations)	Please use generic or fictitious names and numbers. Note: A proposal from the supplier is required to demonstrate on how it will be done.	2026/06/19
11.	CCTV Surveillance System Design and Coverage •Design & BOQ Accountability: Since no BOQ or design was provided, does Eskom require a "Design and Build" solution based on our site audit, or will a baseline specification be issued? •Operational Requirement (OR): Can Eskom define the required standard for each zone (Detection, Recognition, or Identification)? •Infrastructure Responsibility: Is the bidder responsible for the transmission backbone and civil works, or will Eskom provide the existing infrastructure?	1.your proposal must be based on movable cameras to be used around the Power Station 2. See scope of work pg. 35 & 36. A proposal from the supplier is required to demonstrate what product is been proposed 3. supplier to provide transmission backbone but no civil works allowed	2026/06/19
12.	Control Room Operations & Integration •VMS & Software Ecosystem: "Does Eskom have a mandated Video Management System (VMS) or PSIM platform currently in use? If a new platform is proposed, must it offer bi-directional integration with existing Eskom Access Control and Fire Detection systems?" •Hardware Ownership & Lifecycle: "Is the bidder responsible for the ergonomic design and technical fit-out of the Control Room (e.g., video walls, consoles, and HVAC), or is the scope limited to the monitoring software and workstations?"	1. Yes, it must integrate, and propose a solution 2. Scope is not limited but no civil work must be done (no physical Changes / Alterations to building and structures)	2026/06/19
13.	Preventative & Corrective Maintenance •Asset Health: Will Eskom provide a full Asset Register and condition report to allow for accurate maintenance risk pricing? •SLA & Penalties: What are the specific "Time to Respond" and "Time to Resolve" targets, and what liquidated damages apply? •Spares Management: Is a mandated on-site critical spares inventory required, and who assumes the insurance risk for this stock?	1. Pricing is not required on Phase 1. Details will be provided for successful candidates in Phase 2 2. Propose what your company deems to be acceptable with regards to response times for proposed technology solutions 3. No not mandatory. Insurance risk will be with the supplier who is maintaining the systems	2026/06/19

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

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

14.	Innovation Strategy & Guard Reduction - 1. You require an assessment of innovative solutions, their alignment with cost optimization and guard reduction targets. However, this will be possible once all site details mentioned above are clear. 2. Phased Transition Approval: Will Eskom approve a phased roadmap where guard reduction is triggered sequentially as technology (AI/Analytics) reaches verified operational stability? 3. AI Validation Criteria: What specific performance metrics must technology meet for Eskom to formally sign off on the removal of a physical static post? 4. Remote Operations: Does Eskom permit off-site remote monitoring and audio intervention from an external ARC to facilitate on-site guard reduction? 5. Commercial Reinvestment: Is Eskom open to a model where a portion of the realized labor savings is reinvested into the ongoing technology hardware refresh cycle?	1. Yes More details of non-classified information will be provided/shown at Non-compulsory site visit as tender bulletin dates(2. Yes 3. A proposal/demonstration on how the new proposed technology or system will effectively replace physical/static guard post. 4. No. Proposed Capability must be made available/implemented at Eskom Hendrina Control room 5. No. Proposal will be allowed. Please include how 10 percent cost reduction or better will be achieved	2026/06/19
15.	We cannot, due to the nature of the evaluation criteria, accurately respond without: 1. Knowing the current infrastructure, 2. Seeing the floor plans / designs 3. Having oversight into all the standards that the service provider must comply with 4. Without visiting the site to view the actual environment The above is major roadblock for fully scoring points in the evaluation. Providing you with generic information will not help your cause for security improvement	In response to the request for Drawing and maps of the high-risk areas. •For the Proposal (phase 1) detailed maps and drawings are not required. •We have consulted with external Stakeholders like the SAPS NKP etc, and the Owner of the NKP. •By providing Drawings and maps of the high-risk areas we will unnecessarily be exposing the NKP and its vulnerabilities	2026/06/19

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

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

	Also, it is not possible for us to provide you with information of technicians and site management that will deal with this contract as these people will either need to be allocated to the site or be employed with the qualification criteria that Eskom wants.	The Drawings and maps of the high-risk areas will be shared with the winning bidder.	
16.	I am just following up regarding our request for an extension. Primary reason comes from our technical department. They mentioned to me that getting the technical information together for the phase 1 submission under technical evaluation will take some time due to the criteria being very specific to Hendrina Power Station and given the fact that we do not know the site, the layout, the current structure of technology, therefore the proposal has to be built from scratch based on the information we do have. Which again does not give us insight to what the current specs are. We would really appreciate your consideration on this matter, and I am sure other service providers might sit with the same issue. Also, the solution required, must enable a reduction of manpower as per the scope of work so the system proposed with the technical evaluation will have to be a very detail driven proposal to Eskom. Please also provide the following as per the SOW: 11. Drawings Drawing and maps of the high-risk areas will be available if needed.	1. Extension will be granted. Please check tender bulletin. Non- compulsory high level site visits will be communicated on tender Bulletin. 2. For the Proposal (phase 1) detailed maps and drawings are not required. We have consulted with external Stakeholders like the SAPS NKP etc, and the Owner of the NKP. By providing Drawings and maps of the high-risk areas we will unnecessarily be exposing the NKP and its vulnerabilities. The Drawings and maps of the high-risk areas will be shared with the winning bidder. 3. Non- compulsory high level site visits will be communicated on tender bulletin	2026/06/19

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

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

17.	I hope this email finds you well, with regards to tender E2995GXMPHEN the NEC contract as well as the pricing have not been uploaded on the tender website, Can you kindly assist.	1. As previously communicated at the Non-compulsory clarification meeting. Please note that only proposal for phase 1 is required at this stage. 2. NEC contract & BOQ will be shared with suppliers who meet the threshold for phase 1	2026/06/19
18.	May I kindly also ask that your ops team review the requirements for the Drone pilots. Its states they must be armed and NKP registered. The armed part was clarified during the teams meeting, so we just need to know about the NKP training part for the drone pilots as they will be doing aerial surveillance and not directly provide manned security to the NKP sites	1. Drone pilots and assistants must have NKP training certificates(As per SAPS NKP Office: All personnel rendering security services/ protection or working at the NKP site must be registered with SAPS NKP provincial Office) 2. Drone pilots and assistants are not required to be armed	2026/06/19
19.	Valid PSiRA letter of Good standing	1. Only Valid PSiRA letter of good standing will be accepted (The letter must not be older than 90 days from the date of issue and it must be certified)	2026/06/19

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30