

CLARIFICATION MEETING:

Disconnection and Reconnection Service Distribution Finance, Cape Costal Cluster,
(WC), Table View, Bellville, West Coast, Worcester, George Customer information
System (CIS) divisions – WC1036SP

QUERY	COMPANY	RESPONSE
Will we be having High Rural?	SXUZA	Not applicable
Will we be having Hard Disconnections on the BOQ?	SXUZA	It is part of the scope of works but will not be priced separately. It is a repeat activity.
How many contractors are needed per area?	SXUZA	X1 Supplier will be awarded the contract for the Table View area, X1 Supplier for the West Coast, X1 Supplier will be awarded the contract for the Bellville area, X1 Supplier for the Worcester area, X1 Supplier for the George area.
Please break the numbers down per area as well, so that we can make an informed decision on which areas to go for.	Keen Group	Table View West Coast Bellville Worcester George Kindly refer to the individual NEC contracts for area specifics.
Please explain what you mean by data capturing. (do we need certain devices in order to capture data? or is this just reporting any abnormalities we come across?)	SXUZA	Data Specification Eskom to provide the tenderer with a daily list of customers to be disconnected/reconnected on an excel spreadsheet by e-mail All feedback related to disconnection/reconnection to be furnished by email daily. Provide excel spreadsheet and photos by email or USB stick to Eskom Revenue and Credit Management Department within the prescribed timeline. The following data to be included: <ul style="list-style-type: none"> • Meter reading • Meter serial number • Clear Digital photo (date & time stamped) • If premise address and meter number do not correspond with data on Eskom list, then meter number and premise address must be provided to Eskom (photo included) Data Quality Data must be submitted daily to Eskom Revenue and Credit Management Department in Bellville. Errors must be rectified at no cost to Eskom.
We know about taking a photo with a date and time stamp only when it comes to	SXUZA	Cost to be included in rate per activity No additional payment will be made for the request of Digital photos as this is part of the normal activity

Disconnections and Reconnections and the use of Disconnection Stickers. Will you be paying for the photos taken or must these be billed on the activity rate?		
If its abnormalities, like meter burnt, meter unsealed, why can't we just used "taking photos" for that function.	SXUZA	Pictures can be taken to report abnormalities and information to be provided via excel spreadsheet
What happens if we then take additional photos for "reporting abnormalities"	SXUZA	Data must be submitted daily to Eskom Revenue and Credit Management Department in Bellville. No additional payment will be made for the request of Digital photos as this is part of the normal activity
If our meter readers find out there's ghost points in the field - How much will you be paying us when u have checked and proven that Eskom is not getting revenue from that active point???	SXUZA	Cost to be included in rate per activity No additional payment will be made
Please explain what your expectations are when it comes to sealing meters - Will the Meter readers be carrying seals?	SXUZA	<u>Eskom shall:</u> - Provide the contractor with sealing pliers, sealing wire and ferrules or any other type of sealing devices, disconnection stickers and Eskom locks. The contractor will be liable for loss or damage to the allocated sealing pliers. Training as per portfolio of evidence (240-70413681) and Low voltage training (240-73413207) E.g on how to seal off meters when disconnected should be enforced Low voltage authorization as per power delivery operating training standard (240-70413865)
On your BOQ you dont say how much you will pay for every sealed meter that is found unsealed.	SXUZA	Cost to be included in rate per activity No additional payment will be made.
Please can you consider adding a km rate on your BOQ? that will cover us from the rising fuel prices that has now become a sad reality. Or should we bill the fuel onto our prices?	SXUZA	Cost to be included in rate per activity No additional payment will be made.

Please can you consider the "health and safety "5% of Total component, as it is done in most of Eskom BOQ's - So that the contractor can be able to sustain the cost of health and safety that is not dependent on the work related priced item.	SXUZA	Not applicable. That mostly form part of construction projects.
IF the contractor has been to the customer place and has proof (confirmed by Eskom), as it will be out of his/her control that the customer is refusing access, private lock, vicious dogs, wild animals, Bees, that is preventing the contractor to do the request for Eskom. They will get paid full amount right?	SXUZA	The contractor will report all factors prohibiting the contractor from carrying out all relevant work for disconnections and reconnections i.e., vicious dogs, access denied, gate locked, incorrect coordinates, customer has proof of payment etc to the Revenue & Credit Management Department while the contractor is on site. (A digital photo will be requested by Eskom to substantiate the reason.) Eskom will then try and contact the customer and make the necessary arrangements. If unsuccessful, the contractor will have to return to the premise at an alternative date as advised by Eskom. The contractor will be paid by Eskom for both visits. Failing to report these factors will result in Eskom not paying for the specific activity and/or imposing penalties as set out in this agreement
Link Stick: (tool for above the ground works): Is the work to be performed going to be above ground level sometime?	SXUZA	No, all work to be performed from ground level, without the need for a Link Stick to be used.
Normally the Eskom Kiosks are all Ground level ... which means the MCB is ground level, which means the work we have priced for in the BOQ is ground level.	SXUZA	Yes
IF the work is gonna be above ground level. Please make provision for this on the BOQ and technical requirements as per POE attached to work needed to be done and level of LV authorisation.	SXUZA	Not required
How many Authorised people are needed per contract/area?	SXUZA	Minimum x2 per area.
Can an authorised person work alone, or do you need a	SXUZA	X2 People per Bakkie. (Authorised person + x1 other)

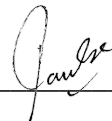
team (2 people) per Bakkie? (this is important to include on our rates)		
Move in and Out Green stickers: Will this activity form part of the scope? This activity is not mentioned on the BOQ.	SXUZA	It is part of the scope of works but will not be priced separately. It is a disconnection/reconnection activity
Will we be getting requests via (disconnect or disconnect) As per the BOQ?	SXUZA	The work request will be dispatched to the Contractors' Admin Support via the Eskom Revenue & Credit Management Department, Contact Centre and Work Management Centre.
1) If one has a valid authorisation from WCOU, do we need to submit all the documents that make up and authorisation?	SXUZA	No need to submit additional documents if proof of valid LV authorisation in WC is provided.
I need clarity on the LV live Operation authorization, can we get it from other institutions? Or you require only if it is done through Eskom, if so, how can we apply and what are the requirements?	TALOC	LV authorization can only be obtained from the respective Eskom Clusters. The training listed as part of the requirements for this tender are the main requirements, but for a full list of the POE requirements, the contractor will need to consult the Eskom LV authorization standard or speak to Tyron de Villiers. Unfortunately, I may not distribute any Eskom standard as contractors are required to apply for access to the DT website where they can access all these documents.
2) If one doesn't have an authorisation; Do we need to submit certificates and Validation letters?	SXUZA	Yes, and all copies must be certified.
3) If one has Eskom Training certificates: Do we need Validations? Can Eskom just verify by themselves if those certificates are legit?	SXUZA	Certified copies of training certificates would be sufficient. Yes, we can.
Can you please confirm if the LDVs must be Single Cab or Double Cab?	Impulse Electrical	Both Single and Double cabs will be accepted.

What are the allocated points for each area (Table view, George, Worcester, West coast and Bellville) how many disconnection points are allocated for each area.	Zain Investments	There is not a specified amount of points per area as it increases and decreases regularly according to our debt levels.
Page 10 of the ITT, Environmental Requirements, point no 2: The contractor to provide us with MSDs for the substance to be used to fill the fire Extinguishers. (I think this is incorrect)	Bold Moves Consulting	The Environmental representative: Dikobiso Phukwana, has confirmed that this point should be ignored and will not form part of the environmental evaluation requirements. Point number 1 however is applicable.
Should we do a full tender for each region/area? e.g. Commercial, NEC, Technical and SHE full packs for each regions?	Uptown-Trading	Yes, for each area.
<ul style="list-style-type: none"> Kindly note that the tender returnable named: Part 1 Commercial pack does not form part of this enquiry and will be deleted off the tender bulletin. Unfortunately we will not be able to extend the closing date as the current contract is expiring soon. 		



Poppy Dyasi

Date: 10 June 2022



Jacques Paulse

Date: 10 June 2022



Shireen Parring

Date: 10 June 2022