

Additional Frequently Asked Questions:

24/06/2025

1. **QUESTION:** Please kindly advise regarding tender E1371DXWC, does the whole NEC3 contract need to be filled in or is it just the pricing section?

Response: All nine NEC documents must be fully completed, including the pricing section, and duly signed.

2. **QUESTION:** Under mandatory requirements, one of the requirements is to provide a valid police clearance certificate (s) of all company director(s)/owner(s). **A police clearance doesn't have an expiry date. It just shows the date that it was issued.**

How long should the validity be for from the date of issuance of the police clearance, as Annexure A is silent on the validity period.

Response: Valid for six months from the date of issue of the SAPS Clearance Certificate.

3. **QUESTION:** On the desktop technical evaluation, for list of clients, if the client is the same but different contracts, will those contracts be counted as a client. For example, if I provided services to **Eskom Transmission** and also **Eskom Distribution** or a **Power Station under Distribution**, as this is all Eskom, would I get one point instead of 5 marks?

Response: Yes, those Eskom contracts will be recognised as separate divisions or clients. The bidder will be awarded one point for each Eskom Distribution contract or client submitted.

4. **QUESTION:** On PSIRA Officers trained and registered to PSIRA, the explanation column refers to uniform and not PSIRA trained officers. **This is a typing error. The explanation column must read: "Copies of Security Training Certificates and Valid PSIRA certificates".**

On the scoring, the tender returnable column has requirements that total a maximum of 15 marks and not 10 marks (5 for training certificates of directors,)(5 for Grades A or B certificate), (2.5 marks for 10 x Grade B certificates and 2.5 marks for 30 x Grade C certificates).

Response

A Training certificates (5 marks) and PSIRA certificates (5 marks) have a combined total of 10 marks and broken down as follows:

- i. Training certificates of company owners/ directors (Minimum Grade B certificate) = 5 marks

1. Grades A to B certificates = 5 marks
2. Grades C to E certificates = 0 marks

- ii. PSIRA certificates and certified training certificates of Officers (10 x Grade B = 2.5 marks and 30 x Grade B = 2.5 marks) with a total combined score of 5 marks, broken down as follows:

1. **GRADE B CERTIFICATES = 2.5 marks**

- a. 10 x Grade B certificates = 2.5 marks
- b. 6-9 Grade B certificates = 2 marks
- c. 3-5 Grade B certificates = 1 mark
- d. 0-2 Grade B certificates = 0 marks

2. **GRADE C CERTIFICATES = 2.5 marks**

- a. **15-30x** Grade C certificates = 2.5 marks (*This is a typing error in the tender returnable column. "This portion should read 15 - 30 x Grade C certificates".*)
- b. 11-14 x Grade C certificates = 2 marks
- c. 6-10 x Grade C certificates = 1 marks
- d. 0-5 x Grade C certificates = 0 marks

5. **QUESTION:** Do you require a PSIRA listing downloaded from PSIRA, or do you require our own Updated list of all Security Officers currently employed and registered by the company, as captured in our HR system?

Response : Please note that a PSIRA listing must be downloaded directly from the official PSIRA website. Company-generated staff lists containing PSIRA numbers will not be accepted

6. **QUESTION** "Corporate and Government clients' governance and legal policies forbids the issuing of reference letters to service providers as its deemed to benefit the service providers commercially.

Response

Eskom acknowledges that certain corporate and government clients' governance and legal policies prohibit the issuing of reference letters, as they may be perceived to commercially benefit the service providers.

Should any supplier feel disadvantaged by this criterion, Eskom will accept a Certificate of Completion as a valid alternative to a reference letter. Suppliers who are unable to submit reference letters may therefore submit Certificates of Completion. The evaluation and allocation of points will remain consistent across all submissions.

This approach is intended to uphold Eskom's commitment to fairness, transparency, and equal opportunity for all suppliers, without compromising the requirements for scope, quality, and the relevant experience necessary to execute a contract of this magnitude.

7. **QUESTION:** Therefore it is deemed unlawful for a government and corporate clients to utilise the institution's letterheads for private security company's commercial benefits:

Response: Eskom acknowledges that it is deemed unlawful for government and corporate clients to use their institution's letterheads for the commercial benefit of private security companies.

In light of this, a **Certificate of Completion** will be accepted as an alternative to a reference letter and will sufficiently meet Eskom's requirements for evaluation purposes.

Please ensure the following information is clearly reflected on the Certificate of Completion:

1. **Name of the Service Provider**
2. **Name of the Client (Company/Institution)**
3. **Scope of Work Completed**
4. **Contract Duration (Start and End Dates)**
5. **Contract Value (if applicable)**
6. **Performance Outcome or Satisfaction Level**
7. **Signature of an Authorised Representative of the Client**
8. **Date of Issue**

This measure ensures compliance with governance requirements while maintaining Eskom's standards for fairness and transparency during the evaluation process.


Below is a guideline on what must be reflected on both the Certificate of Completion and the Reference Letter, especially in the context for evaluations purposes.

Certificate of Completion – Required Information	Reference Letter – Required Information:
1. Supplier/Contractor Name <ul style="list-style-type: none"> The registered company name that completed the work. Bidder's name and contact information (<i>email, landline telephone number, cellphone number Physical address</i>) 	Letterhead of the Issuer e.g (Client/ Eskom) <ul style="list-style-type: none"> Must be on the official letterhead of Eskom or the relevant client. Bidder's name and contact information (<i>email, landline telephone number, cellphone number Physical address</i>)
2. Client Name (e.g., Eskom or other entity) <ul style="list-style-type: none"> Who awarded the contract/project. <i>email, landline telephone number, cellphone number Physical address</i> 	Supplier/Contractor Name <ul style="list-style-type: none"> The entity being referred. <i>email, landline telephone number, cellphone number [where applicable], Physical address</i>
3. Project/Contract Title or Description <ul style="list-style-type: none"> Clear summary of the scope of work (e.g., "Physical Guarding) 	Project Title and Description <ul style="list-style-type: none"> As above, including a brief summary of services rendered.
4. Contract/Project Reference Number <ul style="list-style-type: none"> As per the PO or official project documentation. 	Duration of the Project <ul style="list-style-type: none"> Start and end dates.
5. Project Start and Completion Dates <ul style="list-style-type: none"> Must include both the start and final completion dates. 	Performance Feedback <ul style="list-style-type: none"> A statement on quality, reliability, adherence to deadlines, communication, safety compliance, etc.
6. Location of the Work <ul style="list-style-type: none"> Physical site or region where work was performed. 	Contract Value or Scope <ul style="list-style-type: none"> Total value or size of the contract delivered.
7. Confirmation of Completion <ul style="list-style-type: none"> clear statement confirming that the work was completed <i>successfully and according to specification.</i> 	Client Satisfaction

	<ul style="list-style-type: none"> ○ A clear comment on whether the work met expectations (e.g., “satisfactorily completed” or “exceeded expectations”). ○
8. Value of the Completed Work <ul style="list-style-type: none"> ○ The total amount of the completed work (if possible, especially for evaluation scoring). 	Recommendation Statement <ul style="list-style-type: none"> ○ Optional but powerful — e.g., “We recommend XYZ for similar work in future projects.”
9. Client Representative Details <ul style="list-style-type: none"> ○ Name, title, signature, and contact details of the person issuing the certificate (for verification purposes). 	Contact Details of the Referee <ul style="list-style-type: none"> ○ Full name, position, email, and telephone number.
10. Date of Issue <ul style="list-style-type: none"> ○ When the certificate was signed/issued 	

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Compiled by:

Employer (Eskom):	
Name	Thembi Peter
Designation:	Snr Advisor Procurement
Signature:	
Date signed:	24/06/2025