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1. INTRODUCTION

This document provides an overview and provides technical evaluation criteria to be used when evaluating the tender submissions for Meter Reading Services within the Gemma Cluster in the Northwest Operating Unit on an “as and when required” basis. It has annexes developed to address various aspects required to perform technical evaluations. This document contains both the evaluation criteria used for desktop evaluation and practical evaluation.

2. SUPPORTING CLAUSES

2.1 SCOPE

The document details the scope of works for the tender, the technical requirements and evaluation criteria. This document contains the technical evaluation criteria and associated documents relating to the Meter Reading Services within the Gemma cluster on an “as and when required” basis.

2.2 NORMATIVE/INFORMATIVE REFERENCES

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

2.2.1 Normative

- [1] ISO 9001 Quality Management Systems.
- [2] 240-48929482 Tender Technical Evaluation Procedure
- [3] Process Control manual (PCM) for Manage Revenue
- [4] 240-70413681: Portfolio of Evidence for Authorisation
- [5] 240-61523882: LV Operating Regulations
- [6] 240-94743368: Training Matrix for Meter Workers

2.2.2 Informative

- [7] SANS 474:2006 EDITION 1: CODE OF PRACTICE FOR ELECTRICITY METERING
- [8] NRS 057:2005 EDITION 1: CODE OF PRACTICE FOR ELECTRICITY METERING

2.3 DEFINITIONS

Definition	Description
Meter Reader	Refers to a person having access to a meter box to capture meter readings. This includes a visual inspection of the meter box content e.g. meters, circuit breaker, cabling, etc.
Route master	System used to perform the task.
Routes	Number of customers grouped together as a batch for specific area.
Schedule	List of dates for the timelines of collection and submission of the task

2.4 DISCLOSURE CLASSIFICATION

Controlled disclosure: Information is available to Eskom employees (internal use). Information may also be accessed by or disclosed to third parties with specific authorisation or consent.

2.5 ABBREVIATIONS

Abbreviation	Description
NWOU	North West Operating Unit
HHU	Hand Held Unit
SPU	Small power User
SANS	South African National Standard
SANAS	South African National Accreditation System
SI	Standards Implementation
TET	Technical Evaluation Team

2.6 RELATED/SUPPORTING DOCUMENTS

As per Normative and Informative of all documents listed

2.7 SCOPE OF WORKS

The contractor shall read all the points on the meter reading route quarterly for the duration of the contract. Number of customer numbers may vary as new customers are acquired or customers moving to pre-paid and converted to Smart Meters

- The meters can be identified by means of a physical address, installation number as well as a meter identification number visible on or in meter kiosk. The contractor shall be paid per customer installation (i.e., per stand) if there is a photo as evidence of the reading.
- The contractor shall be provided with the reading schedule and Handheld Unit to enable them to find installations/premises. Contractors to provide meter readers with the GPS coordinate navigation tool to assist with the location of some installations.
- All Small Power User SPU meter readings will be captured on Handheld Data Capture devices which will be provided by Eskom. All information must be downloaded as per Eskom requirements.
- All SPU meter readings must be accompanied with the clear photo showing readings and serial/ meter number. A photograph will be taken in such a way that the meter readings and serial number will easily be read off the photo. Eskom will not pay for the activity if the requested reading on the photo is not sent or outside the prescribed timeline.
- All documentation/equipment used to perform the required meter reading must be collected from the relevant Eskom Office (Meter Readers).

- On completion of each route, readings to be delivered to relevant Eskom Office within agreed submission date. Penalty of 25% will be imposed on the unread points.
- If the contractor provides readings late and the readings cannot be used for Eskom automatic billing, then no payment will be made for the entire route.
- Disconnected points of delivery must be read during normal routes and if any movement or tampering is found it must be reported immediately to the relevant Eskom Office, so that the point gets disconnected and issue a tamper fine.
- The routes are classified as either Urban, Rural or Deep Rural depending on the geographical area, this is dependent on the distance to and in between the premises.
- If access cannot be gained to the meter installation for any reasons this must be reported on the Eskom Handheld Unit (HHU) under remarks section. Eskom will audit the remarks for validity. Where there is no access due to refusal, locked gates, vicious dogs, bad roads etc. a digital photo with date and time will be required as proof, and this must be reported via the Contractors Cell phone to the Eskom office while the contractor is on site.
- If the contractor fails to complete a round due to negligence of own staff, and if HHU are submitted outside the schedule date, the route will not be paid. The contractor must have sufficient field staff to manage all the required activities within the timelines, ideally have separate resources to do route meter readings and the other activities.
- The contractor will report all factors prohibiting the contractor from carrying out all relevant work to do meter readings i.e. bad roads, vicious dogs, access denied, gate locked etc. to Eskom. Failing to report these factors can result in Eskom not paying for the specific activity and/or imposing penalties as set out in this agreement.
- Any incident that may occur between the contractor and any Eskom customer must be reported immediately to the relevant Eskom Officer, Meter readings.
- Special meter readings may be requested by Eskom as and when required at the quoted rate of deep rural / rural / urban.
- The contractor must update / correct applicable data on the Handheld Unit on site in the case where data is different between the Handheld Unit and in the meter box. Where the Handheld Unit does not make provision to change information i.e. pole number such information must be provided to Eskom in writing.
- Any tampering on meters must be recorded on the Handheld Unit (HHU).
- Eskom reserves the right to change the meter reading cycles as deemed necessary.
- The contractors will ensure that all contractors' field staff has necessary tools, a cell phone for all communications and digital camera.

Note: (A 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 at an alternative date as advised by Eskom.

Note 1: Refer to ANNEXURE D for the detailed scope of Works.

3. TECHNICAL EVALUATION

The evaluation will be conducted in three (3) consecutive stages, i.e. Stage 1: Mandatory requirements, Stage 2: Functional requirements evaluation, Stage 3: Site Assessments. The assessment will follow a documented supplier capability and capacity assessment criteria. These criteria are intended to assess the technical capabilities of the supplier and the service offered for tender to ensure it meets the tender requirements:

3.1 TECHNICAL EVALUATION STAGE 1: MANDATORY REQUIREMENTS

Table 1 below lists the mandatory requirements that must be submitted by the tenderer: Please note that if any of the requested documentation is omitted (i.e. not submitted), the tender application shall be discarded / disqualified without requesting tenderer/s to submit outstanding documentation/s

Table 1: Mandatory Requirements

	Criteria	Evidence	Minimum Requirement	Min Quantity
1	Letter of Registration as Electrical Contractor (Department of Labour- DoL) with an Installation Electrician (IE) or Master Installation Electrician (MIE).	Valid (at the time of submission) Department of Labour Certificate (Letter of Registration) in your Company Name.	The DoL Letter must be in company name or company director's name and the registration must be valid. In case of a new application then submit proof of application. If the letter has expired, then submit proof of renewal request with the expired letter.	1

3.2 TECHNICAL EVALUATION STAGE 2: FUNCTIONAL REQUIREMENTS

This will be a desktop evaluation of the functional requirements ONLY.

The table below shows the high-level explanation / rational behind the technical requirements and the weightings. Suppliers need to obtain a minimum threshold of **85%** to be technically recommended to proceed to stage 3.

Table 2: Functional Requirements

Item No.	Description	Weight	Notes on the item	Evidence
1	Training Requirements for a Key Person.	60%	Certificates to be certified and the certification must be valid i.e. not older than three months from tender closing date.	Valid Certificates as per Table 3 below.
2	Bakkie (fit for the purpose) 4x4 terrain suitable	40%	This vehicle is sufficient to carry the required tools and transport personnel. Hiring with acceptable proof from a bona fide vehicle hiring company will be accepted. Must be a bakkie capable of handling extreme off-road terrain.	Vehicle as per Table 4 and Copy of vehicle Registration Certificates.

3.2.1 Training Requirements Key Person

There are two options that a tenderer needs to comply with i.e. Option 1: Requirements of the contractor is fully authorised in any Eskom Distribution Clusters or option 2: Requirements if the contractor is not authorized in any Eskom Distribution Clusters.

Table 3: Training Requirements Key Person

Item No.	Criteria	Evidence	Evidence Notes	Min. Required	Max. score
OPTION 1 (IF FULLY AUTHORISED IN ANY ESKOM DISTRIBUTION CLUSTER)					
1	Low Voltage Authorization	Authorization certificate	Certificate must be certified and not older than three months from the tender closing date. Certificate must be valid at tender closing date.	1	40
2	Working from heights Training	Working from heights Training Certificate.	Certificate must be certified and not older than three months from the tender closing date. Certificate must be valid at tender closing date.	1	10
3	Metering Training (e.g.Prepaid or Conventional meters)	Metering Training Certificate (e.g. Prepaid or Conventional meters)	Certificate must be certified and not older than three months from the tender closing date. Certificate must be valid at tender closing date.	1	10
	TOTAL				60

Item No.	Criteria	Evidence	Evidence Notes	Min. Required	Max. score
OPTION 2 (IF NOT AUTHORISED IN ANY ESKOM DISTRIBUTION CLUSTER)					
1	Pre-authorization training.	Pre-authorization training certificates: <ul style="list-style-type: none"> • LV Regulations • LV Operating • Basic Electric • Test Instrument • Supervision • HIRA • First Aid level 2 • Fire Fighting 	Certificate must be certified and not older than three months from the tender closing date. Certificate must be valid at tender closing date. Stated certificates should be in the same name of the employee working for the company. Applicants are required to submit all stated certificates to score full points. In case of any missing certificate/s applicants will lose all the points. Only the certificates from training authority such as EWSETA, SETA will be accepted.	1 person	40
2	Working from heights Training	Working from heights Training Certificate.	Certificate must be certified and not older than three months from the tender closing date. Certificate must be valid at tender closing date.	1	10
3	Metering Training (e.g. Prepaid or Conventional meters)	Proof of Attendance/Certificate Certificate(certified), dated and valid	Certificate must be certified and not older than three months from the tender closing date. Certificate must be valid at tender closing date.	1	10
TOTAL					60

3.2.2 Vehicle

a) It should be noted that vehicle or proof of hired/agreement/contract/letter shall also be verified during site assessment (Stage 3).

Table 4: Vehicle

Item No.	VECHICLE - OWNED OR HIRED				Max score
	Criteria	Evidence	Evidence Notes	Min Req.	
1	Bakkie (4x4)	<ul style="list-style-type: none"> Proof of ownership or Hired agreement/contract/letter 	<ul style="list-style-type: none"> Full Licence document showing company / owner's information ; Licence document must be certified and not older than 3 months from the tender closing date. Proof of hiring contract / pre-approved letter from Bona Fide Vehicle Hire Companies must be submitted and it must be signed by both parties (leaser and lessee) A tenderer is not allowed to hire from another Electrical construction Company <p>NB: Must a bakkie capable of handling extreme off-road terrain.</p>	1 Bakkies	40
	TOTAL				40

3.3 TECHNICAL EVALUATION STAGE 3: SITE ASSESSMENTS

Eskom shall conduct Site Assessments of Vehicle. The verification will take place at central site. Eskom officials will contact tenderers to arrange for the site visit.

- Vehicle or proof of hired/ agreement/contract/letter from Bona Fide hiring company shall be verified.

Table 5: Site verification requirements

Item No.	Description	Evidence
1	Site verification of vehicle.	Bakkie (fit for the job) as per Table 4 above.

Site verification will be to confirm the following:

Final Tender Score = Site verification for Vehicle

NB: Minimum threshold is still **85%**.

4. AUTHORISATION

This document has been seen and accepted by:

CONTROLLED DISCLOSURE: CONFIDENTIAL

Name & Surname	Designation