

Questions and Answers – Media & Monitoring (E1845CXMWP)

Archiving & Data Retention

- What is the required archiving period (e.g., 3 years, 5 years)?
 - For the duration of the contract.
- Should the archive be searchable and accessible to Eskom directly, or is periodic delivery (PDF/Excel) sufficient?
 - The supplier should be in a position to supply/provide any coverage that may be required, PDF/Excel, and previous analysis reports, where required.

Previous Project Experience

- Does the bidder need to demonstrate specific prior experience delivering media monitoring or communications projects of a similar scale?
- If so, what level of references, case studies, or client testimonials are required in the submission?
 - The supplier should demonstrate the capacity of having managed a contract of a similar scale. Please refer to *Annexure A Shortlisting Questionnaire g* in the tender document, which requests specific information on this. The questionnaire also requests the supplier to include contact references for Eskom to verify the information provided by the supplier.

Commercial & Contractual

- Will Eskom require on-site support/analysts, or can services be delivered remotely?
 - Service will be delivered remotely. The supplier may be required for strategic advisory sessions or meetings (paid for and billed as per the rates on the contract. We will have at least four check-in meetings and performance appraisal meetings (not paid for), either at the supplier's office or the Eskom Head Office.
- Should pricing be presented as a single monthly/annual fee or broken down by deliverable/service?
 - Fixed monthly fee, subject to review annually on the anniversary of the contract in accordance with the CPI.

Online Portal

- Is it expected to be a web-based portal where Eskom users can log in, search, and access reports?
- Or is a third-party dashboard (from a monitoring vendor) acceptable?
 - Not prescriptive. Eskom requires a platform that will enable selected end users to access data, view/read media items, and draw high-level reports.
- Does Eskom require the platform to be white-labelled/branded for Eskom?
 - No. It is not to be Eskom-branded.