**Eskom’s response.**

Questions 1

The Costing Schedule document has a section for training. Please see below. It is our assumption that this training is if the tenderer is offering a new solution to the one that is currently implemented in Eskom. Since we are offering maintenance on the existing system,  we assume that there is no need for us to provide any prices for this section.

**Answer**

Training needs to be indicated for how the users(Super users, system user, and technical user) are going to use the PSSA as combined solution for PSST+PSMT. Discounts may be offered if the vendor makes that as part of their proposal.

Questions 2

Assuming that we have to provide prices for this section. Kindly assist with clarification of the following

* 1. What is deemed as a session. Our assumption this is a single training course delivered.

**Answer**

* Understanding of training session is correct, the vendor can split the sessions in the or proposal.
  1. How many persons will be attending per session?

**Answer**

* Section 2.4 provides user base (450 + 50 +50) users, Business and Technical Training requirements. The vendor must propose breakdown on how they will be splitting the training amongst the user base.
  1. There are various training courses that can be offered to the different levels of users (Super suers, system user s and technical users). Kindly provide detailed breakdown of training courses to be delivered or the intended content for each course.

A screenshot of a computer

AI-generated content may be incorrect.

**Answer:** The vendor must propose breakdown on how they will be splitting the training amongst the user base.