Eskom	Evaluation criteria for Request for Proposal (RFP), Pietermaritzburg, Empangeni and New Castle Zones, KZN Operating Unit	Document Identifier	XXXX	Rev	1
		Effective Date	April 2024		
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To ensure a robust and fair evaluation of proposals for the Integrated Security Services in the KZN Operating Unit, the following technical evaluation criteria, adhering to the SMART principle, will be applied. These criteria are designed to assess the tenderer's technical capability, proposed methodology, and strategic approach to meeting Eskom's security requirements.

A. MANDATORY REQUIREMENTS (competent/incompetent- No Scoring)

(i) Company Requirements

Requirement	Verification Method	Pass Criteria	Yes/No
Valid PSIRA registration	Certified copy (must not be older than 90days from the date of submission)	Valid certificate by the time tender closes	
Valid PSIRA good standing letter	Certified copy (must not be older than 90days from the date of submission)	Valid certified letter by the time tender closes	
Public liability insurance	Policy document	Minimum R10 million coverage, valid for contract period	
NBCPSS (National Bargaining Council Private Security Sector) compliance letter	Certified copy (must not be older than 90days from the date of submission)	Valid certified letter by the time tender closes	
Firearm licenses	Document verification	Valid copies of firearm licenses of firearms owned by the company	
Company Vehicle ownership	Registration Certificates	Provide proof of company vehicles and ownership (copy of vehicle registration certificate)	

(ii) Personnel Requirements

Requirement	Verification Method	Pass Criteria	Yes/No
PSIRA registration	Certified copy (must not be older than 90days from the date of submission)	PSIRA list of members	
PSIRA registration (Directors)	Certified copy (must not be older than 90days from the date of submission)	Certified copy of Grade A certificate, valid by the time tender closes	
Firearm competency and appointment letter	Certified copy (must not be older than 90days from the date of submission)	Appointment letter of the Firearm Responsible person and valid competency certificate, valid by the time tender closes	
SAPS Clearance certificate	Valid SAPS 365 certificate for all directors	Certificate indicating no offences (SAPS 69 or prove of application not acceptable)	

Note: Failure to meet ANY mandatory requirement will results in automatic disqualification.

Note: All documents must be clear and readable as this will lead to disqualification.

Note: Certification of documents/certificates to be done within 3 months prior tender closing date.

B. Request for Proposal: Integrated Security Services for KZN Operating Unit Technical Evaluation Criteria with Required Returnable (Functional

Note: Tenderer to submit proposal for each zone.

Only bids that comply with the indicated Mandatory Administrative Requirements will be considered for the Technical/Functional Evaluation Stage.

The Technical/Functional Evaluation criteria for this bid is indicated in tables below including the scoring system and weight allocation that will be used for the evaluation of the bids. Bidders are required to achieve a minimum of 70 points out of 100 points to proceed further.

1. Technical Solution & Methodology (40 Points)

This section evaluates the tenderer's comprehensive understanding of the security requirements and the technical soundness of their proposed solutions for each risk category.

1.1 Physical Security Services (15 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
1.1.1 Guard Deployment & Management Plan (Specific, Measurable, Achievable, Relevant, Time-bound)**:**	Adequacy and detailed plan for guard deployment, including grading (C-grade where required), training, supervision, and shift management to ensure 100% scheduled shifts are covered across all facilities as per Table 1.-3	Evaluation of proposed staffing rosters, training matrices (certifications), supervision structure, and incident response protocols. Bidder must demonstrate a clear methodology for achieving the KPI of "100% scheduled shifts covered" (KPIs) within the first 30 days of contract commencement.	**5 points**	▪ Detailed Guard Deployment Plan: Including proposed organizational structure for physical security, shift rotations, and site-specific allocation. ▪ Training Matrix & Curriculum: Outlining standard and specialized training for guards, including PSIRA certification proof. ▪ Supervision & Quality Control Plan: Detailing how guard performance will be monitored and managed. ▪ Sample Guard Roster: Demonstrating 100% shift coverage for a typical week.	▪ 2 Points ▪ 1 Point ▪ 1 Point ▪ 1 Point

1.1.2 Access Control Procedures & Implementation (Specific, Measurable, Achievable, Relevant)**:**	Comprehensive plan for managing entry/exit points, including visitor management, personnel verification, and integration with proposed access control technology.	Assessment of proposed access control protocols, technological compatibility with existing/new systems, and adherence to Eskom's access policies. Bidder must demonstrate how their plan will contribute to incident prevention.	**4 points**	▪ Access Control Procedures Manual: Detailing protocols for personnel, visitors, vehicles, and goods. ▪ Technical Specifications of Proposed Access Control Systems: Including integration capabilities. ▪ Diagrams of Proposed Access Control Points: For different risk tier sites.	▪ 2 Points ▪ 1 Point ▪ 1 Point
1.1.3 Patrol Services & Monitoring (Specific, Measurable, Achievable, Relevant)**:**	Detailed methodology for regular site inspections and perimeter monitoring, including proposed patrol routes, frequency, and real-time reporting mechanisms.	Review of proposed patrol plans, use of patrol management systems (e.g., guard monitoring systems), and integration with control room operations. The plan must show how it will enhance early detection.	**3 points**	▪ Patrol Plan per Risk Tier: Outlining routes, frequency (daily, hourly, etc.), and methods (foot, vehicle). ▪ Proposed Patrol Management System (PMS) Specification: Including real-time tracking and reporting features. ▪ Sample Patrol Reports: Indicating data captured and escalation paths.	▪ 1 Point ▪ 1 Point ▪ 1 Point
1.1.4 Emergency Management & Coordination (Specific, Measurable, Achievable, Relevant)**:**	Clear procedures for coordinating with emergency services and Eskom personnel during critical incidents.	Evaluation of proposed emergency response plans, communication flow diagrams, and defined roles/responsibilities.	**3 points**	▪ Emergency Response Plan (ERP) Outline: Covering various security incidents (e.g., intrusion, fire, medical emergency). ▪ Communication Matrix/Flow Diagram: Illustrating coordination with Eskom internal teams, SAPS, and other emergency services. ▪ Incident Escalation Matrix: Defining clear roles and responsibilities.	▪ 1 Point ▪ 1 point ▪ 1 point
Total			**15 points**		/15

1.2 Technology Integration Services (25 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
1.2.1 CCTV Surveillance System Design & Coverage (Specific, Measurable, Achievable, Relevant, Time-bound)**:**	Technical specifications of proposed CCTV systems, camera placements, and coverage plans to ensure 100% critical area coverage for tier 2 and tier 3 sites as per Table 1- 3.	Review of system architecture, camera specifications (resolution, night vision, analytics capabilities), coverage maps, and proposed integration points with Eskom's control room in Mkondeni Implementation plan must show commissioning within 6 months of contract award for all Tier 2 and Tier 3 sites.	**6 points**	▪ CCTV System Design Document: Including camera types, specifications, and proposed locations. ▪ Coverage Maps/Drawings: Indicating 100% coverage of critical areas for Tier 2 and 3 sites. ▪ Technical Specifications of DVR/NVRs, Storage Solutions: Including video analytics capabilities. ▪ Integration Plan for Eskom Control Room: Detailing software/hardware compatibility and data flow. ▪ Project Plan: Highlighting commissioning timeline for CCTV systems.	▪ 2 Points ▪ 1 Point ▪ 1 Point ▪ 1 Point ▪ 1 Point
1.2.2 Intrusion Detection System (IDS) & Integration (Specific, Measurable, Achievable, Relevant)**:**	Proposed IDS technologies (perimeter and internal), their effectiveness in deterring/detecting intrusions, and seamless integration with the overall security ecosystem and control room.	Evaluation of IDS technology types, false alarm rate mitigation strategies, and integration architecture with alarm monitoring systems.	**4 points**	▪ IDS Technology Specifications: Detailing sensor types (e.g., fence detection, thermal cameras, microwave barriers). ▪ Integration Architecture Diagram: Showing how IDS connects to the control room and other systems. ▪ False Alarm Mitigation Strategy: Outlining proposed methods to minimize false alarms.	▪ 2 Points ▪ 1 Point ▪ 1 Point
1.2.3 Advanced Technology Implementation (AI Analytics, Drone Operations, PA Systems) (Specific, Measurable, Achievable, Relevant, Time-bound)**:**	Detailed plan for deploying advanced technologies specified for Tier 3 sites (AI analytics, CCTV-integrated PA system) and Network Infrastructure (Drone technology).	Tenderers must provide case studies or proof of concept for similar deployments. For drones, detail types, operational capacity, pilot qualifications, and data management. For AI, specify algorithms and functionalities. Deployment plan must ensure initial operational capability for these technologies within 9 months of contract award	**7 points**	▪ AI Analytics Solution Description: Detailing specific functionalities (e.g., object detection, behavioral anomaly, facial recognition capability if applicable and permissible). ▪ Proposed Aerial support Specifications: Including payload, flight endurance, and real-time streaming capabilities. ▪ Flight/Drone Operations Manual: Outlining flight procedures, safety protocols, pilot qualifications (SACAA Part 101/102 certification proof), and data management plan. ▪ CCTV-Integrated PA System Design: Demonstrating how audio alerts and messages will be managed. ▪ Project Plan: Highlighting initial operational capability timeline for advanced technologies.	▪ 2 Points ▪ 1 Point ▪ 1 Point ▪ 1 Point ▪ 1 Point

				▪ Relevant Case Studies/Proof of Concepts: For previous deployments of similar advanced technologies.	
1.2.4 Control Room Operations & Integration (Specific, Measurable, Achievable, Relevant, Time-bound):	Robust plan for 24/7 monitoring, alarm verification, and dispatch services, including the process for integrating and commissioning newly installed and existing/inactive security systems into the Eskom control room in Mkondeni.	Assessment of proposed control room software, hardware, staffing model, data flow diagrams, and a comprehensive commissioning plan for all systems. The plan must demonstrate full integration and commissioning of all relevant systems , as per Eskom's internal project timelines.	**8 points**	▪ Control Room Operational Plan: Including staffing model (e.g., shifts, roles), incident handling procedures, and dispatch protocols. ▪ Integration & Commissioning Plan: Detailed phased plan for integrating new and existing/inactive systems into Eskom's Mkondeni control room, including timelines and resource allocation. ▪ Proposed VMS (Video Management System) / PSIM (Physical Security Information Management) Software Specifications: Highlighting integration capabilities. ▪ Data Flow Diagrams: Illustrating data exchange between various security systems and the control room. ▪ Project Plan: Confirming commissioning by estimated date).	▪ 2 Points ▪ 2 points ▪ 2 points ▪ 1 Point ▪ 1 Point
Total			**25 points**		/25

2. Maintenance, Support & Technology Roadmap (30 Points)

This section assesses the tenderer's long-term sustainability plan for the security systems and their commitment to innovation.

2.1 Maintenance and Support Plan (15 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
2.1.1 Preventive & Corrective Maintenance: (Specific, Measurable, Achievable, Relevant, Time-bound)	Comprehensive preventive maintenance schedules, detailed fault resolution procedures, and guaranteed response times to meet the KPIs of "Fault Resolution Time ≤ 24 hours" and "Equipment Functionality ≥ 99% operational status"	Review of proposed maintenance schedules, SLA adherence (including penalties), escalation matrix, and reporting mechanisms for system uptime.	**6 points**	▪ Preventive Maintenance Schedule: Detailed plan for all proposed technologies and systems (e.g., weekly, monthly, quarterly checks). ▪ Corrective Maintenance Procedures: Outlining fault reporting, diagnosis, repair, and testing processes. ▪ Service Tier Agreement (SLA) Matrix: Specifying response and resolution times for different severity tiers, including proposed penalties for non-adherence. ▪ Sample Maintenance Report: Demonstrating data capture and reporting format.	▪ 2 Points ▪ 2 Points ▪ 1 Point ▪ 1 Point
2.1.2 System Upgrades & Obsolescence Management: (Specific, Measurable, Achievable, Relevant)	Proactive approach to system upgrades, patching, and a strategy for managing technology obsolescence to ensure continuous security posture.	Assessment of proposed upgrade cycles, compatibility assessments, and long-term support plans for installed equipment.	**5 points**	▪ Technology Upgrade & Obsolescence Management Plan: Detailing approach to software/firmware updates, hardware refresh cycles, and compatibility assessments. ▪ Product Lifecycle Guarantees/Support Statements: From technology partners/manufacturers (if applicable).	▪ 2.5 Points ▪ 2.5 Point
2.1.3 Personnel Training & Certification (Specific, Measurable, Achievable, Relevant, Time-bound):	Detailed plan for ongoing personnel development and certification, ensuring "100% personnel certified" (f KPIs) throughout the contract duration.	Review of training curriculum, frequency, trainers' qualifications, and methods for tracking personnel certifications (PSIRA, FCA, SACAA).	**4 points**	▪ Comprehensive Training Program Outline: For all operational and technical staff. ▪ Certification Tracking Methodology: Explaining how 100% certification will be maintained. ▪ CVs of Key Trainers: Highlighting relevant qualifications and experience.	▪ 2 Points ▪ 1 Point ▪ 1 Point
Total			**15 points**		/15

2.2 Technology Roadmap & Innovation (15 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
2.2.1 Implementation Plan & Scalability (Specific, Measurable, Achievable, Relevant, Time-bound)**:**	Realistic and phased timeline for deploying all technologies, including pilot testing if applicable and full-scale implementation, demonstrating scalability to meet Eskom's evolving needs.	Evaluation of project plan milestones, resource allocation, and technical architecture's ability to scale. The plan must align with Eskom's "100% of planned deployments on schedule" KPI (Innovation KPIs) within the first 12 months.	**7 points**	▪ Master Implementation Project Plan: Detailing phases, timelines, resource allocation, and dependencies for all technology deployments. ▪ Technical Architecture Diagram: Illustrating how the proposed solution is designed for scalability and future expansion. ▪ Pilot Project Plan (if applicable): Detailing scope, objectives, and success criteria for any proposed pilot phases.	▪ 4 Points ▪ 3 Points
2.2.2 Innovation Strategy & Guard Reduction (Specific, Measurable, Achievable, Relevant, Time-bound):	Commitment to adopting modern technologies and an actionable plan to achieve "30% guard reduction by Year 2" and "40% by Year 3," along with "20% cost reduction through technology" (Innovation KPIs).	Assessment of proposed innovative solutions, their alignment with cost optimization and guard reduction targets, and a clear methodology for tracking "1 new technology per year" (Innovation KPIs).	**8 points**	▪ Innovation Strategy Document: Outlining proposed technologies beyond the baseline, their benefits, and implementation approach. ▪ Guard Reduction Plan: Detailing how technology implementation will lead to specific percentage reductions in physical guards by Year 2 and Year 3. ▪ Cost Optimization Methodology: Explaining how the 20% cost reduction will be achieved and measured through technology. ▪ Innovation Tracking Framework: How the tenderer will identify, test, and propose 1 new technology per year.	▪ 2 Points ▪ 2 Points ▪ 2 Points ▪ 2 Points
Total			**15 points**		/15

3. Community & Law Enforcement Engagement Strategy (20 Points)

This section assesses the tenderer's strategic approach to external stakeholder management, crucial for long-term security success.

3.1 Community Involvement Plan (10 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
3.1.1 Community Liaison & Intelligence Gathering (Specific, Measurable, Achievable, Relevant, Time-bound)**:**	Detailed strategy for establishing and maintaining effective, positive engagement with local communities surrounding the facilities, including proactive communication channels and mechanisms for gathering actionable community intelligence regarding threats.	Review of proposed community engagement protocols, stakeholder mapping, and examples of successful community initiatives. The plan should outline quarterly community meetings or awareness campaigns within the first 6 months.	**5 points**	▪ Community Engagement Strategy Document: Detailing approach, frequency of interaction, and roles. ▪ Proposed Community Communication Channels: (e.g., community forums, dedicated liaison officer, hotline). ▪ Methodology for Community Intelligence Gathering: How information will be collected, verified, and shared with Eskom/SAPS. ▪ Evidence of Prior Community Engagement: Case studies or testimonials from previous projects.	▪ 2 Points ▪ 1 Point ▪ 1 Point ▪ 1 point
3.1.2 Local Economic Development & Safety Initiatives (Specific, Measurable, Achievable, Relevant, Time-bound)**:**	Practical strategies for local job creation, skills transfer, local procurement, and participation in joint safety awareness initiatives with local community structures, aligned with Eskom's socio-economic development goals.	Assessment of proposed local content plans, training initiatives for community members (where applicable), and specific proposals for collaborative safety campaigns (e.g., quarterly safety workshops with community leaders).	**5 points**	▪ Local Content/Procurement Plan: Outlining targets for local sourcing and supplier development. ▪ Local Job Creation/Skills Transfer Plan: Detailing proposed number of local hires, training initiatives, and skills development programs. ▪ Proposed Community Safety Awareness Program: Outlining topics, target audience, and frequency of initiatives (e.g., quarterly workshops).	▪ 1 Points ▪ 1 Points ▪ 3 Points
Total			**10 points**		/10

3.2 Liaison with Law Enforcement Agencies (10 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
3.2.1 Formal Protocols & Intelligence Sharing: (Specific, Measurable, Achievable, Relevant, Time-bound)**:**	Robust plan for establishing formal communication protocols, secure intelligence sharing mechanisms, and regular engagement with SAPS (including specialized units) and other relevant law enforcement agencies.	Evaluation of proposed MOUs or collaboration agreements with SAPS, defined contact points, frequency of intelligence briefings (e.g., monthly), and secure channels for data exchange. **The plan should include evidence of successful past collaborations.**	**5 points**	▪ Law Enforcement Liaison Plan: Detailing communication protocols, escalation paths, and regular meeting schedules (e.g., monthly joint briefings). ▪ Secure Information Sharing Protocol: Describing methods for secure data exchange with SAPS/other agencies. ▪ Letters of Intent/Support: From relevant SAPS units or other law enforcement agencies (if pre-existing relationships allow). ▪ Case Studies: Demonstrating successful intelligence sharing leading to positive outcomes.	▪ 2 Points ▪ 2 Points ▪ 0.5 Point ▪ 0.5 point
3.2.2 Joint Operations & Evidence Management (Specific, Measurable, Achievable, Relevant, Time-bound)**:**	Demonstrated capability and willingness to participate in joint operations with law enforcement, coupled with robust procedures for evidence collection, preservation, and chain of custody to support successful arrests and prosecutions.	Review of proposed procedures for supporting police investigations, training modules on evidence handling, and examples of successful joint operations. **The plan must demonstrate how it will contribute to improving arrest rates from security incidents.**	**5 points**	▪ Joint Operations Support Plan: Outlining resources, roles, and procedures for participating in SAPS-led operations. ▪ Evidence Collection & Preservation Procedures Manual: Detailing methods for scene management, evidence handling, and chain of custody. ▪ Training Module Outline: For personnel on evidence collection and legal compliance. ▪ Examples of Successful Joint Operations: With documented outcomes (e.g., arrests, recovery of stolen property) from past projects.	▪ 2 Points ▪ 1 Point ▪ 1 Point ▪ 1 Point
Total			**10 points**		/10

4. Tenderer's Experience & Capacity (10 Points)

This section assesses the overall capability and experience of the tenderer.

Item	Criterion:	Weight:	Required Returnable/Evidence:	Sub-score
4.1 Company Experience & Track Record: (Specific, Measurable, Achievable, Relevant, Time-bound)**:**	Proven experience in providing integrated security services for critical infrastructure (e.g., energy, telecommunications, water, roads, mining, etc) within the past 5 years, particularly in similar high-risk environments.	**5 points**	▪ Company Profile: Detailing history, mission, and organizational structure. ▪ List of Comparable Projects: Minimum of two, undertaken in the past 5 years, including project description, client name, contract value, duration, and key outcomes. ▪ Letters of Reference/Client Contact Details: For all listed comparable projects. ▪ Copies of Relevant Industry Certifications/Accreditations: (e.g., PSIRA, ISO certifications related to security or quality management).	▪ 1 Points ▪ 2 Points ▪ 1 Point ▪ 1 point
4.2 Resources & Organizational Capacity (Specific, Measurable, Achievable, Relevant, Time-bound)**:**	Adequacy of human resources (management, technical, and operational staff), financial stability, and logistical capabilities to effectively manage a project of this scale across multiple sites.	**5 points**	▪ Organizational Chart: Highlighting key project roles and reporting lines. ▪ CVs of Proposed Key Personnel: (e.g., Project Manager, Technical Lead, Operations Manager), demonstrating relevant experience and qualifications. ▪ List of Major Equipment & Vehicle Fleet: Relevant to the provision of services (e.g., response vehicles, technical equipment).	▪ 2 Points ▪ 2 Points ▪ 1 Point
Total		**10 points**		/10

C. SITE EVALUATION

Site Evaluation Criteria

Site evaluations will be conducted only for bidders who achieve a minimum score of 70 points in Section B. Section C will be assessed based on clearly defined sub-criteria and supporting evidence, with a maximum of 50 points available.

The objective of the Section C evaluation is to validate the bidder's proposed integrated security solution within a live or simulated environment. This process ensures:

• Operational readiness

• System interoperability

• Alignment with Eskom's strategic objectives

A minimum score of 30 points is required in Section C to be considered competent. Bidders who fail to meet this threshold will be deemed non-compliant and disqualified from further consideration.

Evaluation Area	Criteria	Weight	Returnable / Evidence	Sub-score
1. Demonstration of Proposed Technologies	Bidder must present a sample or live demonstration of the core components included in their proposed integrated security solution. This may include surveillance systems, access control mechanisms, perimeter protection technologies, and analytics platforms. Demonstration must reflect the functional intent, interoperability, and operational readiness of the solution as described in the bid submission.	15	▪ Live CCTV or video analytics with real-time feed, playback, and alerting ▪ Biometric or card-based access control system demonstration ▪ Sensors, barriers, or detection systems with alert response ▪ Unified operation of all components with data flow and control handoff	▪ 4 Points ▪ 4 Points ▪ 4 Points ▪ 3 Points
2. Functional Control Room Capability	Inspection of a working control room setup, including monitoring platforms, escalation protocols and SOPs. (Standard operating procedure)	15	▪ Real-time monitoring, alert management, and situational awareness tools ▪ Clear escalation paths for different incident types, aligned with SOPs ▪ Standard Operating Procedures for control room operations and incident handling	▪ 6 Points ▪ 5 Points ▪ 4 Points
3. Incident Simulation	Bidder must conduct a simulated security incident (e.g., perimeter breach or unauthorized access attempt) to demonstrate system response, escalation, and recovery.	10	▪ Realistic simulation of a breach or intrusion ▪ System response, control room reaction, and communication flow ▪ Evidence of logging, analysis, and recovery protocols	▪ 4 Points ▪ 3 Points ▪ 3 Points
4. Armed Response Vehicle Readiness	Physical inspection of the vehicle intended for armed response, including communication systems, GPS tracking, integration with control room, and readiness for deployment.	10	▪ Security equipment, communication tools, and physical readiness ▪ Demonstration of tracking and real-time communication with control room ▪ Standard Operating Procedure for vehicle dispatch and incident response	▪ 4 Points ▪ 3 Points ▪ 3 Points
Total		**50**		**/10**

20.10.2026
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