
	<b>Request for Information (RFI)</b>	Document Identifier	240-72663051	Rev	2
		Effective Date	14 March 2025		
		Review Date	March 2030		
		EOI/RFI Number	E1233DXKZN		

PART A REQUEST FOR INFORMATION (RFI)			
Description of the services	The provision of Outcome-Based Security Solutions (Guarding and Security Technology) at Eskom facilities in the Pietermaritzburg, Newcastle and Empangeni Zones in the Kwa-Zulu Natal Operating Unit of the Central Easter Cluster.		
Deadline for submission	29 May 2025	At (South African Standard Time)	10H00
Tender Office address	<a href="https://etendering.eskom.co.za">https://etendering.eskom.co.za</a>		
EOI's/RFI are to be submitted electronically via Eskom E- tendering site by the stipulated closing date and time.  <i>Please note it is the responsibility of the supplier to ensure that RFI submission is submitted before the closing date and time</i>	<a href="https://etendering.eskom.co.za">https://etendering.eskom.co.za</a>		
Electronic Submission of RFI	<p>The tenderer must upload the tender via Eskom Tender bulletin site on the Eskom E- tendering page.</p> <p>All documents need to be submitted in a PDF and Excel format (The limit is 50MB per file and total submission of 900MB per submissions).</p> <p>No Zip/condense files can be uploaded No hard copy will be accepted</p> <p>If for some reason you resubmit your EOI, then the latest version of the EOI submitted will only be accepted and all previous submission/s will be null and void.</p> <p>Please ensure that the submission status is indicated as complete.</p> <p>Supplier Help Manual guide and video can be found on Eskom E-Tendering page</p>		

### Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

	<b>Request for Information (RFI)</b>	<b>Document Identifier</b>	240-72663051	<b>Rev</b>	2
		<b>Effective Date</b>	14 March 2025		
		<b>Review Date</b>	March 2030		
		<b>EOI/RFI Number</b>	E1233DXKZN		

E-tendering Help Manual for supplier	The E-tendering help manual is attached.
Eskom's Representative	<b>The Employer is Eskom Holdings SOC Ltd</b> <b>The Eskom Representative is Malungi Sibiya</b> <b>Email: gumedelc@eskom.co.za</b> <b>Tel: 033 395 7002</b>

Eskom Holdings SOC Ltd ("Eskom") invites you to submit a:

- **Request for information (RFI)** to submit information for the services as stated in the table. This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform and assist Eskom's further deliberation and development of a strategy for the Outcome-Based Security Solutions (Guarding Security Technology) at Eskom facilities **in the Pietermaritzburg, Newcastle and Empangeni Zones in the Kwa-Zulu Natal Operating Unit of the Central Easter Cluster.**

## Background


- Eskom Holdings SOC Ltd invites qualified and experienced service providers to submit information for the provision of at Outcome-Based Security Solutions (Guarding Security Technology) at Eskom facilities in the Pietermaritzburg, Newcastle and Empangeni Zones in the Kwa-Zulu Natal Operating Unit of the Central Easter Cluster.
- The RFI aims to understand how Eskom Holdings SOC Ltd can enhance security outcomes through the integration of advanced technology, innovation, and measurable performance metrics. The RFI will focus on delivering guarding and security technology-driven solutions, and continuous improvement to ensure the safety and protection of Eskom's assets, personnel, and operations.
- As part of the scope, service providers must include a detailed plan for the construction or refurbishment of a control room to monitor and manage security operations. The control room will serve as the central hub for real-time surveillance, data analysis, and incident response.

## The Three Zones consist of the following

- 502 Substations and
- lines with transformers,
- 59 offices and
- 25 radio sites

## Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

	<b>Request for Information (RFI)</b>	<b>Document Identifier</b>	240-72663051	<b>Rev</b>	2
		<b>Effective Date</b>	14 March 2025		
		<b>Review Date</b>	March 2030		
		<b>EOI/RFI Number</b>	E1233DXKZN		

The risks associated with the sites are as follows:

**Here are the vulnerabilities and risks faced by these sites:**

**Perimeter fence;**

Some sites have Diamond Mesh fence which is old and rusted.

Some sites have Razor Mesh fence that is also old and rusted.

Some sites have Steel Palisade that is in good condition.

Some have Concrete Palisade that is old

**Lighting;**

Some sites have lights that are working but not fully effective as illumination is low.

Some have light but not covering the whole site

Some have no lights at all

Some have lights that working effectively

**Vegetation;**

Some sites have overgrown vegetation

Some have high trees around them

Some have well maintained vegetation

**Security Technology;**


Some site have been installed with CCTV Surveillance cameras and alarms that are currently **not working** as they have not been maintained for a long while

Some have NO CCTV Surveillance at all.

NO Access control technology at all sites

**Controlled Disclosure**

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

	<b>Request for Information (RFI)</b>	<b>Document Identifier</b>	240-72663051	<b>Rev</b>	2
		<b>Effective Date</b>	14 March 2025		
		<b>Review Date</b>	March 2030		
		<b>EOI/RFI Number</b>	E1233DXKZN		

This RFI is a stand-alone information gathering and market analysis exercise, intended only to inform and assist Eskom in formulating a strategy for the provision of Outcome-Based Security Solutions (Guarding and Security Technology) at Eskom in the Pietermaritzburg, Newcastle and Empangeni Zones in the Kwa-Zulu Natal Operating Unit of the Central Easter Cluster.

All respondents, participate herein on the basis that they are providing information voluntarily to strengthen a potentially beneficial process for all stakeholders.


- **Objectives of the Request for Information**

- **Finding Innovative Solutions:** Outline innovative and cost-effective solutions that enhance security outcomes while reducing reliance on physical guarding.
- **Measurable Outcomes:** Outline measurable outcomes, such as a reduction in physical guarding personnel.
- Improved incident detection and response rates.
- Cost savings through technology integration

<b>PART B</b> <b>RESPONSE SHEET IN TERMS OF A REQUEST FOR INFORMATION</b> <b>To be completed by the supplier</b>			
<b>To</b>	Eskom Holdings SOC Ltd	<b>Date</b>	02 May 2025
<b>Attention</b>	Malungi Sibiya		
<b>Tel no</b>	033 395 7002	<b>Fax no and /or e-mail address</b>	<a href="mailto:gumedelc@eskom.co.za">gumedelc@eskom.co.za</a>
<b>From – Full Legal Name of the Company</b>		<b>Business Address for the Company</b>	
<b>Address – of the Company</b>			
<b>Sender</b>			
<b>Description of the services</b>			

**Controlled Disclosure**

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

	<b>Request for Information (RFI)</b>	Document Identifier	240-72663051	Rev	2
		Effective Date	14 March 2025		
		Review Date	March 2030		
		EOI/RFI Number	E1233DXKZN		


Please find below our response to Eskom's questions:

**YOU CAN PROVIDE RESPONSES IN A FORM OF A DOCUMENT AND ANNEXURES SEPARATELY; HOWEVER THE RESPONSES MUST ADDRESS THE QUESTIONS BELOW. YOU CAN ALSO PROVIDE ADDITIONAL INFORMATION THAT MAY BE PERTINENT IN THIS REGARD.**

No.	Question	Please indicate your response in this column
1.	<b>Your contact name - Company Representative</b>	
2.	<b>Contact details</b>	
2.	<b>Company registration number</b>  Provide an overview of your organization, including its history, size, and core competencies.  Demonstrate relevant experience in delivering similar services, particularly in high-security or critical infrastructure environments.  Include examples of past projects <b>(if any)</b> , highlighting success stories and measurable outcomes.	
3.	<b>Brief description of previous experience (if any and provide references) or Description of the solution that you can offer.</b>	
4	<b>Technical Capability</b>  Describe your technical approach to delivering the required services, <b>including any innovative methodologies or technologies you propose to use.</b>  Provide details on your ability to meet Eskom's specific requirements, such as incident management, regulatory compliance, and technology availability.	
.5	<b>Compliance and Certifications</b>  List all relevant certifications, licenses, and accreditations (e.g., PSIRA, FCA, NKP, etc.). Confirm your ability to comply with all regulatory and legislative requirements outlined in the RFI.	

### Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

	<b>Request for Information (RFI)</b>	<b>Document Identifier</b>	240-72663051	<b>Rev</b>	2
		<b>Effective Date</b>	14 March 2025		
		<b>Review Date</b>	March 2030		
		<b>EOI/RFI Number</b>	E1233DXKZN		

6	<b>Value Proposition</b>  Clearly articulate the unique value your organisation brings to Eskom, including innovation, and reliability. Highlight any competitive advantages, such as advanced technology, skilled personnel, or proven track record in similar projects.	
7	<b>Proposed Team and Resources:</b>  Provide details of the team that will be assigned to the project, including their qualifications, experience, and roles.  Describe the resources (e.g., technology, equipment, and infrastructure) you will deploy to ensure successful service delivery.	
8	<b>Risk Management and Contingency Planning:</b>  Outline your approach to identifying, mitigating, and managing risks associated with the project.  Provide examples of contingency plans you have implemented or can implement to ensure continuity of service.	
9	<b>Indicative prices</b>  A bill of quantities for the proposed solution	
10	<b>Provide the specification of the equipment and infrastructure to be installed.</b>	

Yours faithfully



Thandi Xaba  
Procurement Manager – KZN OU

### Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30