

	Request for Information (RFI) Template	Document Identifier	240-72663051	Rev	1
		Effective Date	01 August 2016		
		Review Date	October 2027		
		RFI Number	E1132DXMP		

PART A REQUEST FOR INFORMATION (RFI)			
Description of the services	The provision of Outcome-Based Physical Guarding Services at Eskom facilities in the Highveld Zone – Delmas Sector.		
Deadline for submission	05 May 2025	At (South African Standard Time)	10h00 a.m.
Tender Office address	https://eTendering.eskom.co.za		
Parties	The Employer is Eskom Holdings SOC Ltd The Eskom Representative is Cindy Ledwaba E-mail: Ledwabgc@eskom.co.za Tel: 011 800 6320		

1. REQUEST FOR INFORMATION

Eskom Holdings SOC Ltd (“Eskom”) invites you to submit an:

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 provision of Outcome-Based Physical Guarding Services at Eskom facilities in the Highveld Zone – Delmas Sector. Eskom requests indicative prices for the proposed solution.

Eskom aims to obtain indicative prices, timelines as well as information regarding the different solutions offered by the market.

Respondents are required to provide documentation detailing their different offerings especially around functionality, Pricing and requirements in order to assist Eskom.

2. BACKGROUND INFORMATION

Eskom Holdings SOC Ltd invites qualified and experienced service providers to submit information for the provision of Outcome-Based Physical Guarding Services at Eskom facilities in the Highveld Zone – Delmas Sector. Following the Request for information (RFI) process, detailed proposals with costing will be required.

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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 physical guarding services, 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 site includes 43 Substations, 2 Office environment sites (Delmas CNC and 8 Smuts Ave) and lines with Transformers in the Sector.

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

Guarding;

- Some sites have static guarding
- Some have armed patrols
- Some have no guarding at all.

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Locations;

- Some sites are situated near Squatter camps
- Some are in the Farming areas
- Some are near or within rural residents
- Some are near or within urban residents
- Some are within the mining premises but not guarded at all.

Crime;

- Some sites have experienced above 3 criminal incidents in the past year only
- Some sites have experienced at least 1 or 2 incidents in the past year only
- Some have not experienced criminal incidents in the past year but have been targeted several times before.
- Some stopped experiencing this after static guarding was introduced.

3. 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.
 - I. Improved incident detection and response rates.
 - II. Cost savings through technology integration

Additional Notes:

1. Due to the specific need that this RFI process is to fulfil, Eskom wishes to clarify that this RFI is not intended to impede, amend or replace any current or future procurement process that Eskom has engaged in or will engage in.
2. Eskom reserves the right, in its absolute discretion, at any stage and without notice, to terminate further participation in the process by any party, to select or disqualify any interested participant from further engagement, to amend and/or terminate this RFI process or any future process pursuant to this process.
3. 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 Physical Guarding Services at Eskom facilities in the Highveld Zone – Delmas Sector. All respondents, participate herein on the basis that they are providing information voluntarily to strengthen a potentially beneficial process for all stakeholders.

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4. Any and /or all information submitted by any and/or respondents may be used in the development of this intended solution/strategy, without the necessity of acknowledging the source, and without such entity gaining any rights in respect of such a solution, including but not limited to any intellectual property rights.
5. No portion of any information submitted will be treated as confidential and respondents should NOT submit sensitive or confidential market or commercial information. The intention is to gather general information to inform the way forward on a more concrete process.
6. Any information provided pursuant to this RFI process, and any subsequent processes and/or engagement is not confidential, but Eskom will use the information only in the course of its process of formulating a strategy for the provision of Outcome-Based Physical Guarding Services at Eskom facilities in the Highveld Zone – Delmas. Through making a submission a respondent accepts the terms and conditions which governs this process.
7. If any clarification is required on the information submitted by the respondent, all clarification and answers and comments will be published on the Eskom website.
8. All participants responding to this RFI process need to ensure that they have received all information and remain solely responsible for satisfying themselves as to the information required in responding hereto and are fully responsible for all costs incurred in relation hereto and under no circumstances will any resultant cost be borne by Eskom

4. IN RESPONSE TO THE REQUEST THE FOLLOWING INFORMATION IS REQUESTED

Key requirements for the control room include:

- 4.1. The installation of a state-of-the-art video wall to display real-time data, live feeds, and analytics from various security systems.
- 4.2. Integration of advanced monitoring and reporting systems to collect and transmit data from field operations, sensors, and other deployed technology.
- 4.3. Implementation of secure, high-speed communication networks to ensure seamless data flow between the control room and field operations.
- 4.4. Provision of automated reporting mechanisms to generate insights, trends, and alerts for proactive decision-making.

Service providers must outline their approach to constructing or refurbishing the control room, including the integration of technology, data reporting, and the construction of the video wall. Eskom seeks innovative and outcome-driven solutions that align with its commitment to operational

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excellence, security, and asset protection. Service providers are encouraged to demonstrate their capability to deliver measurable results, leverage technology, and ensure continuous improvement throughout the contract period. Interested parties are requested to submit their responses to this RFI, including their proposed approach to delivering the required services and meeting the outlined objectives.

We look forward to receipt of your response.

Yours faithfully

Name	Designation	Signature	Date
Nelly Nkosi	Manager Procurement		04/04/2025
Telephone number		e-mail address	

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PART B RESPONSE SHEET IN TERMS OF A REQUEST FOR INFORMATION To be completed by the supplier			
To	Eskom Holdings SOC Ltd	Date	03/02/2025
Attention	Cindy Ledwaba		
Tel no	011 800 6320	Fax no and /or e-mail address	Ledwabgc@eskom.co.za
From		Address	
Address			
Sender			
Description of the works/goods/services			

- Queries and Questions**

No questions during the RFI period will be answered telephonically. All questions must be submitted in writing via email to:

Attention: Cindy Ledwaba

Email address: Ledwabgc@gmail.com

Subject line: The provision of Outcome-Based Physical Guarding Services at Eskom facilities in the Highveld Zone – Delmas Sector

The closing time for clarification of questions and queries is five (5) working days before the deadline of the submission

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Please find below our response to Eskom's questions:

No.	Question	Please indicate your response in this column
1.	Your contact's name and contact details	
2.	Company registration number	
3.	Company Profile and Experience 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, highlighting success stories and measurable outcomes.	
4.	Technical Capability Describe your technical approach to delivering the required services, including any innovative methodologies or technologies you propose to use. Provide details on your ability to meet Eskom's specific requirements, such as incident management, regulatory compliance, and technology availability.	
5.	Compliance and Certifications 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.	
6.	Value Proposition 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	

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7.	Proposed Team and Resources: 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.	Risk Management and Contingency Planning: Outline your approach to identifying, mitigating, and managing risks associated with the project. Provide examples of contingency plans you have implemented in previous projects to ensure continuity of service.	
9.	Indicative prices	
10.	References: Include at least three references from clients for whom you have delivered similar services, with contact details for verification	

Yours faithfully

Name	Designation	Signature	Date
Telephone number		Fax and/or e-mail address	

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