Eskom	Report	Gauteng Cluster

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Contents

1. INTRODUCTION

This document provides an overview of Eskom's technical evaluation criteria to be used when evaluating the tender submissions for the Intelligence Contract in Eskom Gauteng Cluster This document contains both the evaluation criteria used for desktop evaluation and practical evaluation.

2. SUPPORTING CLAUSES

2.1 SCOPE

This document contains the scope and technical evaluation criteria for the prevention of vandalism and theft of Gauteng Cluster network infrastructure, assets including provision of investigation services for internal misconducts and criminal activities "as and when" required for a period of three (3) years.

2.1.1 Purpose

This document contains the technical evaluation criteria and associated documents relating to a prevention of vandalism and theft of Gauteng Cluster network infrastructure, assets including provision of investigation services for internal misconducts and criminal activities.

2.1.2 Applicability

This document shall apply throughout Eskom Holdings Limited Divisions.

2.2 NORMATIVE/INFORMATIVE REFERENCES

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

2.2.1 Normative

[1] ISO 9001, Quality Management Systems

[2] 240-48929482 Tender Technical Evaluation Procedure

[3] 240-XX The Provision of Drone based Security Surveillance at Eskom Gauteng Dx Cluster

2.2.2 Informative

None

2.3 DEFINITIONS

2.3.1 General

Definition	Description
Tender	A tender refers to an open or closed competitive request for quotations / prices against a clearly defined scope / specification.

2.3.2 Disclosure classification

Controlled disclosure: controlled disclosure to external parties (either enforced by law, or discretionary).

2.4 ABBREVIATIONS

Abbreviation	Description

2.5 ROLES AND RESPONSIBILITIES

Gauteng Cluster will use this document to evaluate tenders for Security Intelligence.

2.6 PROCESS FOR MONITORING

Not applicable

2.7 RELATED/SUPPORTING DOCUMENTS

Not applicable

3. DESCRIPTION OF THE SCOPE/ SPECIFICATION

This section details the specification of services required at any time expected by Gauteng Cluster but will not be limited to the following:

- Research and/or investigations of metal market and recycling industry in Gauteng province to determine the destination of stolen equipments.
- The profile of criminal syndicates and scrap metal dealers
- Profiling thieves not connected/related to criminal syndicates within communities involved in theft of Eskom's network, assets and infrastructure
- Policing of the provincial disposal contract to ensure effective control of Eskom material and equipment through appropriate commercial procedure.
- Investigate criminal activities committed by metal merchants, smelters, exporters, metallurgical laboratories, related trading industries, transporting or handling of stolen material/equipments.
- Investigate Eskom's internal misconducts and criminal activities committed by Eskom employees and contractors "as and when" reported.
- Provide written reports on the investigations to security department and line manager that requested the investigation.
- Compile a comprehensive report with detailed findings and recommendations for action and/or implementation by Gauteng Cluster.
- Identify criminals for criminal prosecutions and represent Gauteng Cluster in all court cases for successful prosecutions of the arrested criminals.
- Research and investigations into the activities of criminal elements and crime syndicates targeting Eskom network infrastructure by means of obtaining intelligence and putting an end to these crimes.
- Eskom material identification statements in support of criminal investigation and prosecution upon recovery.
- Interact with law enforcement agencies to provide training where identified and to create awareness on the impact of the crime.
- Provide training to Gauteng Cluster security employees.
- Interaction with the judiciary to provide training and support where required.
- Develop appropriate technology solutions in support of this scope.
- Use the Drones technology to identify criminal activities to detect, delay, deter and defend Eskom network, infrastructure, material and equipments.
- Use the Drone technology to identify hot spots in Gauteng Cluster and collects intelligence where criminal syndicates and common criminals vandalise, temper and steal Eskom infrastructure/material/equipment and report weekly, monthly to security department.
- The drones will be equipped with the latest technologies e.g. AI, night vision, infra-red, etc. and can monitor and send alerts real time.
- Initiate intelligence and covert driven operations to apprehend and arrest criminal syndicates and common criminals.
- Assist with disruptive exercises in support of law enforcement operations. Conduct intelligence driven/disruptive operations atleast three (3) per month in Gauteng Cluster.
- Compile and maintain case dockets with sufficient evidence to apprehend and initiate prosecution, or to take other necessary action against the above.
- Submit processed evidence to relevant government authorities for appropriate action.
- Monitor and support Gauteng Cluster departments during above mentioned actions.

- Maintain a database to log all information gathered during the above investigations/operations.
- Provide Gauteng Cluster with intelligence which may be used to establish an in-house active crime and/or planned crimes and establish counter act prevalence of corruption in related crimes of the same nature.
- The service provider shall have an existing electronic database of the criminals, suspects, syndicates, groups, assets recovered, arrests and convictions.
- The service provider will supply a dual server that can be housed in a safe location decided by Gauteng Cluster to enable Eskom to access the data without delays. Access levels to the electronic database will be decided and managed by Gauteng Cluster Security Manager/department.
- Provide security department with access and rights to the content of the existing database containing syndicates, suspects, scrap dealers, Eskom hot spots and modes operandi of criminal/syndicates.
- The service provider is to furnish electronic backups of data gathered on a monthly basis, the database will belong and delivered to Gauteng Cluster on a quarterly basis.
- The service provider shall have at least 5 years of provable experience of investigating and/or dealing with non-ferrous infrastructure thefts.
- The service provider should have a legal team at their disposal experienced in criminal law with a particular focus on network infrastructure crime and criminal matters Amendment Act. The team must have the ability to initiate court proceedings, in both civil and criminal matters and must be able to assist in the recovery of proceeds of crime with the assistance of Asset Forfeiture Unit.
- The service provider shall monitor the syndicates members after their release from prison.
- The service provider must support the criminal justice system during the criminal prosecution process and act as a custodian in criminal cases on behalf of Eskom.
- The service provider must be able to give sound advice to National Prosecuting Authority and SAPS concerning the best causes of action in the above matters
- The service provider will arrange for the centralisation of criminal cases from various areas with the assistance of NPA and/or SAPS to ensure the most effective way of prosecuting criminals.
- The service provider must conduct syndicate mapping and evidence analysis.
- Identify scrap metal dealers and smelters in Gauteng Cluster that are involved in the handling and/or processing of scrap metal destined for export markets.
- Identify and profile perpetrators/syndicates of network infrastructure crime.
- Identify new crime hotspots and risky areas where infrastructure criminals are operating and the modes operandi at those specific targets/areas/sites.
- Provide reports on investigation activities, performance and successes, provide root cause analysis, quantify losses in quantity and Rand value.
- Have a well-established and managed informer base and network.
- Conduct covert operations to infiltrate criminals by possessing all the necessary resources.
- The service provider shall be able to track and/or trace profiles to establish ownership of suspected vehicles, cellphone numbers, etc.
- Have artificial intelligence to identify suspected criminals.
- Social media network monitoring for security threats against Eskom network infrastructure.
- The service provider shall transfer skills and workplace experience to Eskom security teams/department.

- At the end of the contract, Eskom IP to be handed back to Gauteng Cluster within 30 calendar days.
- Targeted patrol especially in hot spots, arresting criminals, opening of case docket and testifying in courts.

3.1 TECHNICAL EVALUATION THRESHOLD

The minimum weighted final score (threshold) required for a tender to be deemed compliant is 90% for both the Desktop Evaluation (A) and the Practical Evaluation(B), refer to Table 1 below.

To meet minimum threshold for technical of 90 percent to be eligible for further evaluation. Gate keepers will be applied:

- Proof of PSIRA Registration of the company.
- Proof of PSIRA Registration for the investigators.
- Compliance of Firearms Control Act including competency certificates of each team member/s.
- Proof of Public Liability Insurance to the amount of R10M minimum.

3.2 TECHNICAL EVALUATION PROCESS

The evaluation process has two main parts; desktop assessment and practical/factory evaluation, which are related and carry weightings of 70% and 30%, respectively. The overall weighting for the technical evaluation is shown in Table 1 below:

3.2.1.1 Table 1: Technical evaluation – overall

Criteria Number	Technical Criteria Description	Criteria Weighting (%)	Criteria Sub Weighting (%)
A	Level 1 - Desktop Evaluation	70	100
Minimum Level 1 Score to proceed to Level 2 = 90%			
B	Level 2 - Practical Evaluation	30	100
Minimum Level 2 Score to be deemed compliant = 90%			

1) The tenderer must first pass the desktop paper evaluation (Level 1) for Eskom to proceed with the practical evaluation of the tenderer's equipment (Level 2).

2) If tenderer passes the desktop evaluation (Level 1) but the presented/proposed equipment fails the practical evaluation during factory evaluation (Level 2), such supplier's equipment will be declared as not compliant to Eskom requirements.

3.2.2 Level 1 – Desktop Evaluation

3.2.2.1.1 Table 2: Weight allocations for desktop evaluations

Technical subcategory number	Level 1 Evaluation Subcategory name	Weight (%)
A1	Desktop Evaluation	70
Minimum Level 1 Score to proceed to Level 2 = 90%		

This section shall comprise scoring of the Desktop Evaluation. A default weight of 1 for each scored item. Critical items are assigned higher weights. Each item will be assigned a score by the Eskom evaluation team based upon the tendered response and cross-checked with the supporting documents provided. The scoring method is depicted in Table 3 below:

3.2.2.1.2 Table 3: Scoring of items in Desktop Evaluation

Score	%	Definition
5	100	**COMPLIANT** • Meet technical requirement(s) AND; • Cross-checked with the supporting documents provided AND • No foreseen technical risk(s) in meeting technical requirements.
4	80	**COMPLIANT WITH ASSOCIATED QUALIFICATIONS** • Meet technical requirement(s) with; • Acceptable technical risk(s) AND/OR; □ Acceptable exceptions AND/OR; □ Acceptable conditions.
Score	**%**	**Definition**
2	40	**NON-COMPLIANT** • Does not meet technical requirement(s) AND/OR; • Unacceptable technical risk(s) AND/OR; □ Unacceptable exceptions AND/OR; □ Unacceptable conditions. • No supporting documents provided
0	0	**TOTALLY DEFICIENT OR NON-RESPONSIVE**

3.2.2.1.3 Desktop Evaluation scoring

The score for each item will be multiplied by its weight to obtain the total score per item. All scores for the Desktop Evaluation will be tallied and a percentage shall be calculated based on the maximum possible score. The weighting for subcategories of the technical schedules is shown in Table 4 below:

3.2.2.1.4 Table 4: Qualitative technical evaluation – Desktop Evaluation

The Tenderer to include a copy of the Desktop Evaluation Criteria in the tender documentation and indicate the page numbers to enable ease of referencing the information.

All information is to be tabulated, in tender document, in response to each item of the reference sections.

	Qualitative Technical Criteria Description	Tenderer to indicate page or folder number of where info is located	Criteria Weighting %
	CAPACITY **(Proper Site Visit will be conducted to verify infrastructure)**		
	Provide documentation of proper related secured offices for investigators to conduct the required scope of work.		5
	Provide documentation of the required infrastructure to safeguard Eskom's information, data and evidence material.		5
	Evidence of Register and Database		5
	Proper access control to data centres and buildings		5
	Provide documentation of access to legal team to assist with prosecution at own cost (internal or external/outsourced)		5
	Proof of evidence and address for service provider's Office Building		5
	Have the necessary technological infrastructure and sensors to detection and investigation		5
	A dedicated team of 6 investigators, experienced in organised crime investigations, armed reaction and intelligence.		5
	Each investigation team to have a 8 – 10 years years minimum collective related investigative and intelligence experience.		**5**
		Subtotal	**45**
	CONTROL ROOM (Physical Inspection to Verify)		
	Well established Control Room and manned 24/7		2
	Guaranteed communications with all sites (land lines, cellular phones, two way radios)		3
	Reinforced doors and walls		2
	Use of occurrence books and other registers		2
	Video Recording and Streaming		2
	Emergency call out procedure		2
	Contingency plan availability (business continuity plan) and up to date.		2
	Number of control operators around the clock (minimum 3 operators)		2

	Geographical Information System (GIS) capability in place (demonstrate capability)		2
	Submit all service provider's employees information, data and security clearance issued by SAPS.		3
		Subtotal	**20**
	REFERENCES		
	The supplier must provide evidence of at least 3 successful organised crime investigations and successful prosecutions.		5
	Proof of current (active) references not older than 18 months for similar services.		5
	The team should have a collective minimum of 08 -10 years related experience. Provide condensed CV's of each team member.		5
		Subtotal	**15**
	EQUIPMENT AND TECHNOLOGY (Site visits to confirm)		
	Transport – the supplier should have at least 6 vehicle with off-road capabilities (proof must be provided)		5
	Thermal Detection Night Vision Equipment		5
	Firearms, ammunition, bulletproof vests S Mix Level 3		5
	Air Support manned (drones) with thermal image capability (high capability Pan, Tilt, Zoom)		5
		Subtotal	**20**
		TOTAL	**100**

3.2.3 Level 2 Evaluation - Practical evaluation

During this evaluation the tenderer shall demonstrate that the offered equipment fully meets the functional and technical requirements. The tenderer shall use the offered equipment/system to demonstrate how Eskom's requirements are met.

This portion will be assessed at the local agent or tenderer facilities. If any portion of the services are sub contracted this must be evaluated at the subcontractor's facilities. This section shall be scored by the technical evaluation team following a visit to each Supplier's local offices. Only those suppliers that have passed the Desktop evaluation shall be visited. Suppliers shall be advised of their qualification for the visit, and on the exact date of the visit within a week prior to the demonstration. Scoring of Practical evaluation sub-sections shall be assigned by the Eskom Technical evaluation team as detailed in Table 5 below. Tenderer to ensure that the demonstration of the product is on the same product that the tenderer has tendered for.

3.2.3.1.1 Table 5: Practical evaluation Scoring Criteria

Scoring	Percentage	Score
Fully compliant/ Above Average	100%	5
Acceptable/ Average	80%	4
Below Average	40%	2
Unacceptable/ Unusable	0%	0

3.2.3.1.2 Functionality test / demo

During the functionality test / demo phase, the tenderer shall demonstrate how the different functional and technical requirements have been incorporated in the system design. The tests may be carried out on equipment already installed on a 3rd party site by the tenderer or setup for demonstration purposes or utilise the OEM's facilities. The system demonstrated should be the same as the one tendered for.

The functionality test comprise of sections below.

4. AUTHORIZATION

Name and surname	Designation
Kith Maitisa	Middle Manager SHEQS
Thomas Tshabalala	Manager Security