

## **PROVISION OF SPECIALISED SECURITY INVESTIGATION SERVICES INTO COAL AND HEAVY FUEL/FUEL AND OIL THEFT INCIDENTS AFFECTING ESKOM FOR A PERIOD OF THREE (3) YEARS.**

**Contractors who are bidding to render a combination of Security Investigations Consulting Services, namely Investigation of Coal Theft, Coal Diversion, Coal Quality Manipulation, Fuel Theft, Heavy Fuel Oil Theft, Fraud, Corruption and Related Organised Criminal Activities affecting Eskom.**

**Technical Evaluation Criteria – Provision of Specialised Security Investigation Services into Coal and Heavy Fuel Oil/Fuel and Oil Theft Incidents Affecting Eskom.**

### **Stage 1 - Desktop Evaluation**

The functionality assessment shall evaluate the bidder's ability to deliver specialised intelligence-led investigations, surveillance, crime analysis, coal and fuel supply chain investigations, laboratory support, reporting and software capabilities in accordance with Eskom's operational requirements.

#### **Gatekeepers**

1. Detailed investigation methodology and approach aligned to the scope of work, including intelligence gathering, syndicate investigations, evidence management, prosecution support and disruption operations;
2. Detailed project execution plan, mobilisation strategy, response model and operational framework demonstrating how Eskom objectives will be achieved;
3. Evidence that a Security vetting and/or security clearance (e.g., police clearance or MIE reports confirming negative criminal records) process was undertaken for all personnel assigned to Eskom projects during the procurement process.

#### **Functionality Threshold: 70% Minimum Qualifying Score**

| <b>No.</b>   | <b>Technical Evaluation Criteria</b>                            | <b>Weight</b> | <b>Maximum Score</b> |
|--------------|-----------------------------------------------------------------|---------------|----------------------|
| 1            | Specialised Security Intelligence-Led Investigations Capability | 50%           | 50%                  |
| 2            | Intelligence, Surveillance and Crime Analysis Capability        | 20%           | 20%                  |
| 3            | Coal, Fuel and Supply Chain Investigation Expertise             | 15%           | 15%                  |
| 4            | Reporting, Case Management Systems and Software Capability      | 10%           | 10%                  |
| 5            | Skills Transfer and Resource Capability                         | 5%            | 5%                   |
| <b>Total</b> |                                                                 | <b>100%</b>   |                      |

## 1. Specialised Security Intelligence-Led Investigations Capability (50%)

| Evaluation Criteria                                                                                                                                                                                                                                    | Weight     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Detailed investigation methodology and approach aligned to the scope of work, including intelligence gathering, syndicate investigations, evidence management, prosecution support and disruption operations                                           | 15%        |
| Detailed project execution plan, mobilisation strategy, response model and operational framework demonstrating how Eskom objectives will be achieved                                                                                                   | 10%        |
| Minimum collective experience of investigation team (minimum 10 years collective experience and minimum 5 years within public or private investigation environment). Submit condensed CVs of all proposed resources                                    | 5%         |
| Evidence of at least three (3) successfully completed organised crime, fraud, fuel theft, coal theft, corruption or critical infrastructure investigations resulting in arrests, disciplinary action, successful prosecution and/or recovery of losses | 5%         |
| Availability of legal support for criminal, civil and disciplinary proceedings. Provide in-house legal capability or appointment letter from external legal firm                                                                                       | 5%         |
| Availability of a minimum of nine (9) Senior Investigators experienced in intelligence-led investigations, organised crime investigations and surveillance operations. Submit CVs, PSIRA certificates and professional registrations                   | 5%         |
| Three (3) reference letters from current or recent clients not older than two (2) years confirming satisfactory services                                                                                                                               | 3%         |
| Evidence that a Security vetting and/or security clearance (e.g., police clearance or MIE reports confirming negative criminal records) process was undertaken for all personnel assigned to Eskom projects during the procurement process             | 2%         |
| <b>Total</b>                                                                                                                                                                                                                                           | <b>50%</b> |

## 2. Intelligence, Surveillance and Crime Analysis Capability (20%)

| Evaluation Criteria                                                                                                                                                                | Weight     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Demonstrated capability to provide intelligence gathering, analysis and dissemination relating to coal theft, fuel theft, stockpile manipulation and organised criminal activities | 5%         |
| Physical and technological surveillance capability, including route surveillance, mobile surveillance, covert operations and monitoring technologies                               | 4%         |
| Tactical and operational crime analysis capability, including hotspot analysis, threat assessments, environmental scanning and criminal forecasting                                | 4%         |
| Availability of qualified intelligence analysts and surveillance specialists. Submit qualifications and CVs                                                                        | 3%         |
| Proven experience in conducting intelligence-led investigations within mining, logistics, fuel, energy or critical infrastructure sectors. Submit reference projects               | 4%         |
| <b>Total</b>                                                                                                                                                                       | <b>20%</b> |

### 3. Coal, Fuel and Supply Chain Investigation Expertise (15%)

| Evaluation Criteria                                                                                                                                                               | Weight     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Proven experience investigating coal theft, fuel theft, heavy fuel oil theft, stockpile adulteration, coal quality manipulation, sample tampering and supply chain irregularities | 5%         |
| Availability of suitably qualified specialists including geologists, forensic investigators, intelligence specialists, supply chain investigators or equivalent experts           | 3%         |
| Access to an accredited and legally registered independent Coal Laboratory capable of supporting investigations and quality verification                                          | 3%         |
| Demonstrated understanding of coal supply chain risks, quality assurance processes and operational environments within the energy sector                                          | 2%         |
| Submission of at least three (3) reference projects relating to coal, fuel, mining, logistics or supply chain investigations                                                      | 2%         |
| <b>Total</b>                                                                                                                                                                      | <b>15%</b> |

### 4. Reporting, Case Management Systems and Software Capability (10%)

| Evaluation Criteria                                                                                                                                                    | Weight     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Availability of a secure investigation and intelligence management software platform used to manage investigations, intelligence, surveillance activities and evidence | 3%         |
| Functionality of the software including case management, evidence management, audit trails, reporting and intelligence analysis                                        | 2%         |
| Data analytics, link analysis, trend analysis, GIS mapping and criminal pattern analysis capability                                                                    | 2%         |
| Ability to generate management reports, intelligence reports, investigation reports and performance dashboards                                                         | 2%         |
| Demonstration of information security controls, access management and confidentiality measures                                                                         | 1%         |
| <b>Total</b>                                                                                                                                                           | <b>10%</b> |

### 5. Skills Transfer and Resource Capability (5%)

| Evaluation Criteria                                                                                                                   | Weight    |
|---------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Proposed skills transfer methodology for Eskom security investigators                                                                 | 2%        |
| Availability of national resources and ability to respond to incidents on a 24/7 basis throughout South Africa                        | 2%        |
| Availability of operational equipment, surveillance technology, vehicles and investigative resources required to execute the contract | 1%        |
| <b>Total</b>                                                                                                                          | <b>5%</b> |

### Scoring Methodology

| Rating           | Description                                                                               | Score Allocation |
|------------------|-------------------------------------------------------------------------------------------|------------------|
| <b>Excellent</b> | Requirement fully met and exceeds Eskom requirements with substantial supporting evidence | 100%             |
| <b>Good</b>      | Requirement fully met with adequate supporting evidence                                   | 80%              |

|                     |                                                                     |     |
|---------------------|---------------------------------------------------------------------|-----|
| <b>Acceptable</b>   | Requirement partially met with acceptable supporting evidence       | 70% |
| <b>Poor</b>         | Requirement inadequately addressed with limited supporting evidence | 40% |
| <b>Unacceptable</b> | Requirement not addressed or insufficient evidence submitted        | 0%  |

### **Minimum Functionality Threshold: 70%**

Only bidders achieving a minimum score of 70% during the Desktop Evaluation shall proceed to the next stage of the evaluation process, namely the Site Evaluation. Bidders scoring below 70% will not be considered for further evaluation.

### **Stage 2 - Site Evaluation**

The Technical Evaluation Team will conduct a site inspection to verify that the bidder possesses the required Infrastructure, Personnel, Systems, Equipment and Operational Capability to deliver Specialised Coal, Fuel and Organised Crime Investigation Services to Eskom.

#### **Key areas for inspection include, but not limited to:**

1. Offices, investigation facilities, operational readiness, national footprint, vehicles, and 24/7 response capability.
2. Case management software, intelligence management capabilities, audit trails, evidence management, reporting, and security controls.
3. Intelligence databases, crime analysis tools, GIS mapping, data analytics, threat assessment, and forecasting capabilities.
4. Surveillance equipment, tracking systems, covert monitoring tools, communication equipment, and operational procedures.
5. Availability and qualifications of investigators, intelligence analysts, surveillance specialists, forensic experts, and legal support personnel.
6. Verification of PSIRA registrations, professional certifications, security clearances, and vetting processes.
7. Evidence storage facilities, chain-of-custody procedures, digital evidence management, and forensic standards compliance.
8. Verification of accredited laboratory arrangements, testing facilities, turnaround times, and laboratory accreditation.
9. Data protection measures, cybersecurity controls, secure storage, user access management, and confidentiality arrangements.
10. Live demonstration of investigation processes, intelligence analysis, evidence handling, reporting, and case management functionality.

The site inspection must confirm that the bidder's claimed capabilities are operational, adequately resourced, compliant with regulatory requirements and capable of supporting Eskom's intelligence-led investigations into coal, fuel, corruption, fraud, and organised crime nationwide.

**Only bidders achieving a score of 100% during the Site Evaluation will proceed to the next stage of the evaluation process. Suppliers scoring below 100% will be disqualified and will not be considered for further evaluation.**