

Title:	<b>Tender Technical Evaluation Strategy for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 60 Months at Generation Hendrina Power Station, National Key Point (NKP).</b>	Unique Identifier:	
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## 1. INTRODUCTION

Eskom Hendrina Power Station has identified a need to supplement their internal Security Services inside the National Key Point (NKP) area and non-NKP outside sites & properties. Eskom has prompted a mandate to initiate a Security Improvement Plan (SIP) to reduce the increasing threat to the safety and security of people, information and assets is affecting Hendrina Power Station and Eskom operations and its ability to deliver a world class service, and in turn, public confidence in Eskom. The services will be provided by an outsourced supplier on an NEC Term Services Contract, linked to performance and outcome based with the aim of reducing the reliance on physical guarding alone.

### 1.1 SCOPE

**Tender Technical Evaluation Strategy for the Tender Technical Evaluation Strategy for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 60 Months at Generation Hendrina Power Station, National Key Point (NKP).**

### 1.2 EMPLOYER'S REQUIREMENTS FOR THE SERVICE

- Full compliance with the required Legislations e.g. PSIRA Act, PSIRA Levies Act, NKP Act, Firearms Control Act, SHE Act etc.
- The service is for the provision of PSIRA registered and NKP trained personnel and serviceable equipment to perform the duties
  - Armed and unarmed Security officers for static guarding, Access and egress control, foot and vehicle patrols and response to incidents and emergencies.
  - Aerial Security surveillance Solution (Drone) and data recording
  - Tactical Response Team (TRT) Services as and when required
  - The provision and installation of Security technology to safeguard the NKP and outside sites and properties.

This strategy defines the TET, their responsibilities, and the criteria, to be used to evaluate Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 60 Months at Generation Hendrina Power Station, National Key Point (NKP).

The evaluation of tenders will be based on the tender's ability to meet both mandatory and qualitative requirements specified for this project. A weighted score card approach will be used to evaluate the tenders against the Employers.

#### 1.2.1 Purpose

The purpose of this tender technical evaluation strategy is to define the Mandatory Evaluation Criteria, Qualitative Evaluation Criteria and TET member responsibilities for tender technical evaluation. The tender technical evaluation strategy is to define the technical requirements to be met by a contractor/supplier of the services for technical evaluation purposes.

#### 1.2.2 Applicability

This document is applicable to Hendrina Power Station Protective Services Department and companies tendering for this contract.

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### 1.3 NORMATIVE/INFORMATIVE REFERENCES

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

#### 1.3.1 Normative

- [1] 240-168966153 Tender Technical Evaluation Procedure
- [2] 32-1034 Eskom Procurement and Supply Chain Management Procedure
- [3] 240-44175132 Eskom personal protective equipment specification
- [4] ISO 9001 Quality management systems

#### 1.3.2 Informative

N/A

### 1.4 DEFINITIONS

Definition	Description
Personal Protective Equipment	All items, including head, face, neck and chin protection, eye protection, hearing protection, body protection, hand and arm protection, foot, and leg protection, that is intended to protect a person in the execution of their duties.
Enquiry	A competitive or no- competitive request for information. Interest, quotation, or proposal mad to a supplier, group of suppliers or the market at large.
Tender	Refers to an open or closed competitive request for quotations / prices against a clearly defined scope / specification.

#### 1.4.1 Classification

**Controlled Disclosure:** Controlled Disclosure to external parties (either enforced by law, or discretionary).

### 1.5 ABBREVIATIONS

Abbreviation	Meaning given to the abbreviation
PPE	Personal Protective Equipment
TET	Technical Evaluation Team
N/A	Not Applicable

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SOC	State Owned Company
NKP	National Key Point
OBC	Outcomes Based Contract
TRT	Tactical Response Team
SIP	Security Improvement Plan
NEC	New Engineering Contract
PSIRA	Private Security Industry Regulatory Authority
SAPS	South African Police Service
PSSPF	Private Security Sector Provident Fund
RPAS	Remotely Piloted Aircraft Systems
UASOC	Unmanned Aerial System Operating Certificate
V-LOS	Visual line-of-sight operations
B-VLOS	Beyond visual line-of-sight operations
R-VLOS,	Restricted visual line of sight
NBCPSS	National Bargaining Council Private Security Sector

## 1.6 ROLES AND RESPONSIBILITIES

As per 32-1034 Eskom Procurement and Supply Chain Management Procedure; and

As per 240-168966153 Generation Tender Technical Evaluation Procedure

## 1.7 PROCESS FOR MONITORING

N/A

## 1.8 RELATED/SUPPORTING DOCUMENTS

- NEC 3 Term Services Contract (TSC) Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 60 Months at Generation Hendrina Power Station, National Key Point (NKP).
- Scope of work for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 60 Months at Generation Hendrina Power Station, National Key Point (NKP).

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## 2. TENDER TECHNICAL EVALUATION STRATEGY

### 2.1 TECHNICAL EVALUATION THRESHOLD

Table 1: Technical Scoring Methodology

SCORE	PERCENTAGE (%)	DESCRIPTION
5	100	<b>COMPLIANT</b> <ul style="list-style-type: none"><li>Meet the technical requirement(s) AND,</li><li>No foreseen technical risk(s) in meeting technical requirements</li></ul>
4	80	<b>COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b> <ul style="list-style-type: none"><li>Meet the technical requirement(s) with,</li><li>Acceptable technical risks AND/OR;</li><li>Acceptable exceptions AND/OR;</li><li>Acceptable conditions</li></ul>
2	40	<b>NON-COMPLIANT</b> <ul style="list-style-type: none"><li>Does not meet the technical requirement(s) AND/OR</li><li>Unacceptable technical risk(s) AND/OR;</li><li>Unacceptable exceptions AND/OR;</li><li>Unacceptable conditions</li></ul>
0	0	<b>TOTALLY DEFICIENT/NON-RESPONSIVE</b>

The minimum weighted final score (threshold) required for a tender to be considered from a technical perspective is 70%.

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## 2.2 TECHNICAL EVALUATION CRITERIA

### 2.2.1 MANDATORY TECHNICAL EVALUATION CRITERIA

Mandatory Technical Evaluation Criteria (gatekeepers) are a 'must meet' criteria. These criteria shall not be weighted, or point scored but shall be assessed on a Yes/No basis as to whether the criteria are met. An assessment of 'No' against any criterion shall technically disqualify the tenderer and shall Not be further evaluated against Qualitative Criteria.

#### 1. Company Requirements

Requirement	Verification Method	Pass Criteria	Yes/No
Valid PSIRA registration for the Company	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.	
Private Sector Security Provident fund (PSSPF) compliance confirmation letter 13a	Certified copy (must not be older than 90days from the date of submission)	Valid letter issued by (PSSPF) indicating company's compliant status.	
Firearm licenses	Certified copy (must not be older than 90days from the date of submission)	Valid copies of firearm licenses of firearms owned by the company. Document verification with SAPS CFR.	
UASOC certificate	Certified copy (must not be older than 90days from the date of submission)	Proof that Company has a valid UASOC certificate which must comply to the following criteria: <ul style="list-style-type: none"> <li>➤ Approved for R-VLOS, VLOS and B_VLOS for security operations (maximum distance from RPS equal 15 kilometers).</li> </ul>	
Letter from SAPS issued by the NKP office indicating company's application for registration to offer services at National Key Point.	Certified copy (must not be older than 90days from the date of submission)	Valid letter issued by SAPS (NKP) not older than 12 months from the date of issue.	
National Bargaining Council Private Security Sector	Certified copy (must not be older than 90days from the date of submission)	Registration with the National Bargaining Council Private Security Sector (NBCPSS)	

## 2. Personnel Requirements

Requirement	Verification Method	Pass Criteria	Yes/No
PSIRA registration (employees under the supplier's company name)	Certified copy (must not be older than 90 days from the date of submission)	PSIRA list of members (Must have 20 and more employees registered)	
PSIRA registration (Directors)	Certified copy (must not be older than 90 days from the date of submission)	Certified copy of minimum Grade B certificate, valid by the time tender closes	
Firearm competency and appointment letter for a responsible person	Certified copy (must not be older than 90 days from the date of submission)	Appointment letter of the Firearm Responsible person in a company letter head. <b>AND accompanied by</b> Valid competency certificate Sassetta training for firearm handling and usage for business purpose.	
SAPS Clearance certificate	Valid SAPS 365 Clearance certificate for all directors or Afiswitch accredited company Criminal verification check  (must not be older than 90 days from the date of submission)	Certificate indicating no criminal record or offences  (SAPS 69. Proof of application will not be accepted)	

## QUALITATIVE TECHNICAL EVALUATION CRITERIA

Only tenderers who met all the mandatory technical evaluation criteria will be considered for qualitative technical requirements evaluations.

Qualitative Technical Evaluation Criteria are weighted evaluation criteria used to identify the highest technically ranked tenderer after determining that all the Mandatory Evaluation Criteria have been met. The Qualitative Evaluation Criteria are weighted to reflect the relevant importance of each criterion. The minimum weighted final score (threshold) required for a tender to be considered from a technical.

The weight for the technical review will be 100% with a minimum threshold of 70% and will be based on the following:

Tenderers who achieve a minimum score of 60% during the desktop evaluation phase will be shortlisted and proceed to the site evaluation stage, which carries a weighting of 10%

### 1. Physical Security Services

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Technical Scoring %
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 posts as per the scope of work point 5.1.	Evaluation of proposed staffing rosters, training matrices (certifications), supervision structure, and incident response protocols. Bidder must demonstrate a clear methodology for achieving the KPI number 4 of 100% scheduled shifts covered.	8%	<b>Management Plan</b> <ul style="list-style-type: none"> <li>Detailed Guard Deployment Plan: Including proposed organizational structure for physical security, shift rotations, and site-specific allocation.</li> <li>Sample Guard Roster: Demonstrating 100% shift coverage for a typical week</li> </ul> <b>Training Plan</b> <ul style="list-style-type: none"> <li>Training Matrix &amp; Curriculum: Outlining standard and specialized training for guards, including</li> <li>PSIRA and NKP certification of training center and instructor's proof.</li> </ul> <b>Supervision</b> <ul style="list-style-type: none"> <li>Supervision &amp; Quality Control Plan: Detailing how guard performance will be monitored and managed.</li> </ul> <b>Uniform</b> <ul style="list-style-type: none"> <li>Provide commitment statement that supplier is issuing uniforms with insignia as per PSIRA requirements supplier to</li> </ul>	<b>5 = 100% COMPLIANT</b> All 4 main and sub requirements submitted
					<b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b> Management plan containing 3 of the 4 requirements Training plan PSIRA and NKP requirements Uniform commitment letter & inventory List
					<b>2 = 40% NON-COMPLIANT</b> Management plan containing 2 of the 4 requirements Training plan PSIRA and NKP only 1 submitted Uniform commitment letter & inventory List only 1 submitted

				provide uniform inventory list with the tender	<p><b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b> None of any one of the items submitted Management Plan Training plan PSIRA and NKP requirements Uniform commitment letter &amp; inventory List</p>
<p><b>1.1.2 Access Control Procedures &amp; Implementation</b> (Specific, Measurable, Achievable, Relevant):</p>	<p>Comprehensive plan for managing entry/exit points, including visitor management, personnel verification, and integration with proposed access control technology.</p>	<p>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.</p>	<p><b>5%</b></p>	<ul style="list-style-type: none"> <li>▪ Access Control Procedures Manual: Detailing protocols for personnel, visitors, vehicles, and goods.</li> </ul>	<p><b>5 = 100% COMPLIANT</b></p> <ul style="list-style-type: none"> <li>▪ All the requirements</li> </ul>
					<p><b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b> Partly submitted on both</p> <ul style="list-style-type: none"> <li>• Access Control Procedures</li> <li>• proposed access control technology</li> </ul>
					<p><b>2 = 40% NON-COMPLIANT</b> One of the 2</p> <ul style="list-style-type: none"> <li>• Access Control Procedures or proposed access control technology</li> </ul>
					<p><b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b> <b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b></p> <ul style="list-style-type: none"> <li>• Nothing submitted</li> </ul>
<p><b>1.1.3 Patrol Services &amp; Monitoring</b> (Specific, Measurable, Achievable, Relevant):</p>	<p>Detailed methodology for regular site inspections and perimeter monitoring, including proposed patrol routes, frequency, and real-time reporting mechanisms.</p>	<p>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.</p>	<p><b>3%</b></p>	<ul style="list-style-type: none"> <li>▪ Patrol Plan per Risk Level: Outlining routes, frequency (daily, hourly, etc.), and methods (foot, vehicle).</li> <li>▪ Proposed Patrol Management System (PMS) Specification: Including real-time tracking and reporting features.</li> <li>▪ Sample Patrol Reports: Indicating data captured and escalation paths.</li> </ul>	<p><b>5 = 100% COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• All the 3 requirements</li> </ul>
					<p><b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• 2 of the 3 requirements in full</li> </ul>
					<p><b>2 = 40% NON-COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• One of the 3 requirements</li> </ul>
					<p><b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b> <b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b></p> <ul style="list-style-type: none"> <li>• Nothing submitted</li> </ul>

<b>1.1.4 Security / Emergency Management &amp; Coordination</b> (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.	<b>3%</b>	<ul style="list-style-type: none"> <li>▪ Security / Emergency Response Plan (ERP) Outline: Covering various security incidents (e.g., intrusion, fire, medical emergency).</li> <li>▪ Communication Matrix/Flow Diagram: Illustrating coordination with Eskom internal teams, SAPS, and other emergency services.</li> <li>▪ Incident Escalation Matrix: Defining clear roles and responsibilities.</li> </ul>	<b>5 = 100% COMPLIANT</b> <ul style="list-style-type: none"> <li>• All the 3 requirements</li> </ul>
					<b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b> <ul style="list-style-type: none"> <li>• 2 of the 3 requirements in full</li> </ul>
					<b>2 = 40% NON-COMPLIANT</b> <ul style="list-style-type: none"> <li>• One of the 3 requirements</li> </ul>
					<b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b> <b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b> <ul style="list-style-type: none"> <li>• Nothing submitted</li> </ul>
<b>TOTAL</b>			<b>17%</b>		

**2. Technology Integration Services**

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Criteria Weighting (%)
<b>1.2.1 CCTV Surveillance System Design &amp; Coverage</b> (Specific, Measurable, Achievable, Relevant, Time-bound):	Technical specifications of proposed movable cameras or CCTV systems,	Review of system architecture, camera specifications (resolution, night vision, analytics capabilities), coverage maps, and proposed integration points with Eskom's control room at Hendrina power Station	<b>6%</b>	<ul style="list-style-type: none"> <li>▪ CCTV System Design Document: Including camera types, specifications, and proposed locations.</li> <li>▪ Technical Specifications of Storage Solutions: Including video analytics capabilities.</li> <li>▪ Integration Plan for Eskom Control Room: Detailing software/hardware compatibility and data flow.</li> </ul>	<b>5 = 100% COMPLIANT</b> <ul style="list-style-type: none"> <li>• All the 3 requirements</li> </ul>
					<b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b> <ul style="list-style-type: none"> <li>• 2 of the 3 requirements in full</li> </ul>
					<b>2 = 40% NON-COMPLIANT</b> <ul style="list-style-type: none"> <li>• One of the 3 requirements</li> </ul>
					<b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b> <b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b> <ul style="list-style-type: none"> <li>• Nothing submitted</li> </ul>

<p><b>1.2.3 Advanced Technology Implementation Drone Operations,</b> (Specific, Measurable, Achievable, Relevant, Time-bound):</p>	<p>Detailed plan for deploying advanced technologies specified (Drone technology, body cameras, Electronic OB). AI technology if applicable</p>	<p>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.</p>	<p>7%</p>	<ul style="list-style-type: none"> <li>▪ AI Analytics Solution Description: Detailing specific functionalities (e.g., object detection, behavioral anomaly, facial recognition capability if applicable and permissible).</li> <li>▪ Proposed Aerial support Specifications: Including payload, flight endurance, and real-time streaming capabilities.</li> <li>▪ Flight/Drone Operations Manual: Outlining flight procedures, safety protocols, pilot qualifications (SACAA Part 101/102 certification proof), and data management plan.</li> <li>▪ Specifications of the electronic OB software and PC Demonstrating of how systems will be managed.</li> <li>▪ Body cameras Demonstrating of how systems will be managed.</li> <li>▪ 2-way radio specifications &amp; Demonstrating of how systems will be managed.</li> <li>• Relevant Case Studies/Proof of Concepts: For previous deployments of similar advanced technologies.</li> </ul>	<p><b>5 = 100% COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• All the 7 requirements</li> </ul> <hr/> <p><b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Proposed Aerial support Specifications</li> <li>• Flight/Drone Operations Manual, pilot qualification</li> <li>• Specifications of the electronic OB software</li> <li>• 2-way radio specifications</li> </ul> <hr/> <p><b>2 = 40% NON-COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• Any 3 of the requirements</li> </ul> <hr/> <p><b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b> <b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b></p> <ul style="list-style-type: none"> <li>• Nothing submitted</li> </ul>
<p><b>1.2.4 Control Room Operations &amp; Integration (Specific, Measurable, Achievable, Relevant, Time-bound):</b></p>	<p>Robust plan for Upgrade and modernise the existing security control room to improve operational efficiency, situational awareness, and integration with all electronic security systems. Implement ergonomic workstation layouts, enhanced display wall systems, ensure uninterrupted power.</p>	<p>Assessment of proposed control room software, hardware, staffing model, the plan must demonstrate full scope to improve operational efficiency by the set date, as per Eskom's internal project timelines.</p>	<p>7%</p>	<ul style="list-style-type: none"> <li>▪ Proposed modernization of the control room with drawings</li> <li>▪ Data Flow Diagrams: Illustrating cables are marked and named for easy maintenance</li> <li>▪ Project Plan: Confirming commissioning by set date (estimate date).</li> </ul>	<p><b>5 = 100% COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• All the 3 requirements</li> </ul> <hr/> <p><b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• 2 of the 3 requirements in full</li> </ul> <hr/> <p><b>2 = 40% NON-COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• One of the 3 requirements</li> </ul> <hr/> <p><b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b> <b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b></p> <ul style="list-style-type: none"> <li>• Nothing submitted</li> </ul>

TOTAL			20%		
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### 3. Maintenance, Support

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

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Criteria Weighting (%)
<b>2.1.1 Preventive &amp; Corrective Maintenance:</b> (Specific, Measurable, Achievable, Relevant, CVs of Key Trainers: Highlighting 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%	<ul style="list-style-type: none"> <li>▪ Preventive Maintenance Schedule: Detailed plan for all proposed technologies and systems (e.g., weekly, monthly, quarterly checks).</li> <li>▪ Corrective Maintenance Procedures: Outlining fault reporting, diagnosis, repair, and testing processes.</li> <li>▪ Service Level Agreement (SLA) Matrix: Specifying response and resolution times for different severity levels, including proposed penalties for non-adherence.</li> <li>▪ Sample Maintenance Report: Demonstrating data capture and reporting format.</li> </ul>	<b>5 = 100% COMPLIANT</b> <ul style="list-style-type: none"> <li>• All the 4 requirements</li> </ul>
					<b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b> <ul style="list-style-type: none"> <li>• Preventive Maintenance Schedule: Detailed plan</li> <li>• Outlining fault reporting, diagnosis, repair, and testing processes.</li> <li>• Sample Maintenance Report</li> </ul>
					<b>2 = 40% NON-COMPLIANT</b> <ul style="list-style-type: none"> <li>• 1 of the 4 requirements</li> </ul>
<b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b> <ul style="list-style-type: none"> <li>• Nothing submitted</li> </ul>					
<b>2.1.3 Personnel Training &amp; Certification (Specific, Measurable,</b>	Detailed plan for ongoing personnel development and certification, ensuring "100% personnel certified" Scope of work point 14.1	Review of training curriculum, frequency, trainers' qualifications, and methods for tracking personnel certifications (PSIRA, FCA, SACAA).	8%	<ul style="list-style-type: none"> <li>▪ Comprehensive Training Program Outline: For all operational and technical staff.</li> <li>▪ Certification Tracking Methodology: Explaining how 100% certification will be maintained.</li> </ul>	<b>5 = 100% COMPLIANT</b> <ul style="list-style-type: none"> <li>• All the 4 main and subcategory requirements</li> </ul>

<p><b>Achievable, Relevant, Time-bound):</b></p>	<p>&amp; 2 throughout the contract duration.</p>			<ul style="list-style-type: none"> <li>▪ Provide proof of the following:                             <ul style="list-style-type: none"> <li>• NKP and PSIRA Approved training facility and shooting range, or</li> <li>• Certified letters from approved training companies to confirm that an agreement exists for them to do NKP and Firearm training</li> </ul> </li> <li>▪ relevant qualifications and experience.                             <ul style="list-style-type: none"> <li>• Ariel security surveillance</li> <li>• Guarding and TRT (e.g. NKP refresher, firearms training and Specialized TRT training)</li> </ul> </li> </ul>	<p><b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Comprehensive Training Program Outline: For all operational and technical staff</li> <li>• Certified letters from approved training companies to confirm that an agreement exists for them to do NKP and Firearm training</li> <li>• relevant qualifications and experience</li> </ul> <hr/> <p><b>2 = 40% NON-COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• 2 of the 4 requirements</li> </ul> <hr/> <p><b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b></p> <p><b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b></p> <ul style="list-style-type: none"> <li>• Nothing submitted</li> </ul>
<p><b>TOTAL</b></p>			<p><b>14%</b></p>		

**4. Technology Roadmap & Innovation**

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Criteria Weighting (%)
<p><b>2.2.2 Innovation Strategy &amp; Guard Reduction (Specific, Measurable,</b></p>	<p>Commitment to adopting modern technologies and an actionable plan to achieve 5% guard</p>	<p>Assessment of proposed innovative solutions, their alignment with cost optimization and guard reduction targets, and</p>	<p><b>7%</b></p>	<ul style="list-style-type: none"> <li>▪ Innovation Strategy Document: Outlining proposed technologies beyond the baseline, their benefits, and suggested implementation approach.</li> </ul>	<p><b>5 = 100% COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• All the 4 requirements</li> </ul>

<b>Achievable, Relevant, Time-bound):</b>	reduction by Year 2" and 5% by Year 3," along with 10% cost reduction through technology implementation by Eskom.	a clear methodology for tracking		<ul style="list-style-type: none"> <li>Guard Reduction Plan: Detailing how technology implementation will lead to specific percentage reductions in physical guards by Year 2 and Year 3.</li> <li>Cost Optimization Methodology: Explaining how the 10% cost reduction will be achieved and measured through technology.</li> <li>Innovation Tracking Framework: How the tenderer will identify, test, and propose 1 new technology per year.</li> </ul>	<b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b> Guard Reduction Plan: <ul style="list-style-type: none"> <li>One of the 3 requirements</li> <li>Cost Optimization Methodology: Explaining how the 10% cost reduction will be achieved</li> </ul>
					<b>2 = 40% NON-COMPLIANT</b> <ul style="list-style-type: none"> <li>1 of the 4 requirements</li> </ul>
					<b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b> Nothing submitted
<b>TOTAL</b>			7%		

**5. Community & Law Enforcement Engagement Strategy (12 Points)**

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

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Criteria Weighting (%)
<b>3.2.1 Formal Protocols &amp; Intelligence Sharing:</b> (Specific, Measurable, Achievable, Relevant,	Robust plan for establishing formal communication protocols, secure intelligence sharing mechanisms, and regular	Evaluation of proposed MOUs or collaboration agreements with SAPS, defined contact points, frequency of intelligence briefings (e.g., monthly), and	6%	<ul style="list-style-type: none"> <li>Law Enforcement Liaison Plan: Detailing communication protocols, escalation paths, and regular meeting schedules (e.g., monthly joint briefings).</li> <li>Secure Information Sharing Protocol:</li> </ul>	<b>5 = 100% COMPLIANT</b> <ul style="list-style-type: none"> <li>All the 5 requirements</li> </ul>

<p>Time-bound):</p>	<p>engagement with SAPS (including specialized units) and other relevant law enforcement agencies.</p> <p>Detailed strategy for Intelligence gathering regarding threats (planned or unplanned protest, criminal activities, syndicates, breaches in processes proactive approach towards the NKP.</p>	<p>secure channels for data exchange. <b>The plan should include evidence of successful past collaborations.</b></p> <p>The plan should outline monthly meetings with relevance to intelligence gathering or awareness campaigns</p>		<p>Describing methods for secure data exchange with SAPS/other agencies.</p> <ul style="list-style-type: none"> <li>▪ Letters of Intent/Support: From relevant SAPS units or other law enforcement agencies (if pre-existing relationships allow).</li> <li>▪ Case Studies: Demonstrating successful intelligence sharing leading to positive outcomes.</li> <li>▪ Methodology for Community Intelligence Gathering: How information will be collected, verified, and shared with Eskom/SAPS.</li> </ul>	<p><b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• 3 of the 5 requirements in full</li> </ul> <p><b>2 = 40% NON-COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• 2 of the 5 requirements</li> </ul> <p><b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b></p> <p><b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b></p> <p>Nothing submitted</p>
<p><b>3.2.2 Joint Operations &amp; Evidence Management</b> (Specific, Measurable, Achievable, Relevant, Time-bound):</p>	<p>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.</p>	<p>Review of proposed procedures for supporting police investigations, training modules on evidence handling, and examples of successful joint operations. <b>The plan must demonstrate how it will contribute to improving arrest rates from security incidents.</b></p>	<p>5%</p>	<ul style="list-style-type: none"> <li>▪ Joint Operations Support Plan: Outlining resources, roles, and procedures for participating in SAPS-led operations.</li> <li>▪ Evidence Collection &amp; Preservation Procedures Manual: Detailing methods for scene management, evidence handling, and chain of custody.</li> <li>▪ Training Module Outline: For personnel on evidence collection and legal compliance.</li> <li>▪ Examples of Successful Joint Operations: With documented outcomes (e.g., arrests, recovery of stolen property) from past projects.</li> </ul>	<p><b>5 = 100% COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• All the 4 requirements</li> </ul> <p><b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• 2 of the 4 requirements in full</li> </ul> <p><b>2 = 40% NON-COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• 1 of the 4 requirements</li> </ul> <p><b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b></p> <p><b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b></p> <p>Nothing submitted</p>
<p><b>TOTAL</b></p>			<p>11%</p>		

## 6. Tenderer’s Experience & Capacity

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

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Criteria Weighting (%)
<b>4.1 Company Experience &amp; Track Record:</b> (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.	Submission of at least two (2) verifiable references for comparable projects, including contract values, project durations, and client contact details. Evaluation of company profile, certifications, and operational footprint in South Africa.	7%	<ul style="list-style-type: none"> <li>▪ Company Profile: Detailing history, mission, and organizational structure.</li> <li>▪ List of Comparable Projects: Minimum of two, per category                             <ul style="list-style-type: none"> <li>• Guarding &amp; TRT Services</li> <li>• Ariel security surveillance</li> </ul> </li> <li>▪ undertaken in the past 5 years, including project description, client name, contract value, duration, and key outcomes.</li> <li>▪ Letters of Reference/Client Contact Details: For all listed comparable projects.</li> <li>▪ Copies of Relevant Industry Certifications/Accreditations: (e.g., PSIRA, ISO certifications related to safety or quality management).</li> </ul>	<b>5 = 100% COMPLIANT</b> <ul style="list-style-type: none"> <li>• All the 5 main and subcategory requirements</li> </ul>
					<b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b> <ul style="list-style-type: none"> <li>▪ List of Comparable Projects: Minimum of two, per category                             <ul style="list-style-type: none"> <li>• Guarding &amp; TRT Services</li> <li>• Ariel security surveillance</li> </ul> </li> <li>▪ Any 2 of the remaining 4 requirements</li> </ul>
					<b>2 = 40% NON-COMPLIANT</b> <ul style="list-style-type: none"> <li>• 2 of the 5 requirements</li> </ul>
					<b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b> <b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b> Nothing submitted
<b>4.2 Resources &amp; Organizational Capacity</b> (Specific, Measurable,	Adequacy of human resources (management, technical, and operational staff) and logistical capabilities to effectively	Review of organizational structure, CVs of key personnel (Project Manager, Technical Lead, Operations Manager), Demonstration of sufficient	5%	<ul style="list-style-type: none"> <li>▪ Organizational Chart: Highlighting key project roles and reporting lines.</li> <li>▪ CVs of Proposed Key Personnel: (e.g., Project Manager, Technical Lead,</li> </ul>	<b>5 = 100% COMPLIANT</b> <ul style="list-style-type: none"> <li>• All the 4 main and subcategories requirements</li> </ul>

<p>Achievable, Relevant, Time-bound):</p>	<p>manage a project of this scale across multiple sites.</p>	<p>equipment/vehicle fleet.</p>	<p></p>	<p>Operations Manager, permit office administration demonstrating relevant experience and</p> <ul style="list-style-type: none"> <li>▪ Proof of qualifications. of Proposed Key Personnel                             <ul style="list-style-type: none"> <li>• Management qualification</li> <li>• Safety officer N/Dip Safety Management</li> <li>• Administrators</li> <li>• Control room operators SASSETA accredited training</li> </ul> </li> <li>▪ list of Major Equipment &amp; Vehicle Fleet: Relevant to the provision of services (e.g., response vehicles, technical equipment).</li> </ul>	<p><b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>▪ Proof of qualifications. of Proposed Key Personnel                             <ul style="list-style-type: none"> <li>• Management qualification</li> <li>• Safety officer N/Dip Safety Management</li> <li>• Administrators</li> <li>• Control room operators SASSETA accredited training</li> </ul> </li> <li>▪ list of Major Equipment &amp; Vehicle Fleet: Relevant to the provision of services (e.g., response vehicles, technical equipment).</li> </ul> <p><b>2 = 40% NON-COMPLIANT</b></p> <ul style="list-style-type: none"> <li>• 2 of the 4 requirements</li> </ul> <p><b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b></p> <p><b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b></p> <p>Nothing submitted</p>
<p><b>TOTAL</b></p>			<p><b>12%</b></p>		

**7. SITE EVALUATION (10%)**

Site visits will be conducted for the successfully shortlisted bidders

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Criteria Weighting (%)
<b>Site visit</b> (Specific, Measurable, Achievable, Relevant, Time-bound):	Location evaluate a sample of the technology or demonstration of each proposed security solutions in the form of a presentation or a visit to sites where the solution has been implemented, and all functional requirements listed above.	capabilities to effectively manage a project of this scale across multiple sites Equipment and technology inspection / demonstration	<b>10%</b>	Building, Control room, Equipment, Firearms, Uniform stock levels, proposed technology demonstration or Presentation, Vehicles Armored & double cab	<b>5 = 100% COMPLIANT</b> • All the requirements
					<b>4 = 80% COMPLIANT WITH ASSOCIATED QUALIFICATIONS</b> • Control room, • Firearms • Technology presentation • Uniform stock
					<b>2 = 40% NON-COMPLIANT</b> • Control room • firearms
					<b>0 = 0% TOTALLY DEFICIENT/NON-RESPONSIVE</b> <b>NONE OF THE BELOW SUBMITTED DEPLOYMENT AND MANAGEMENT PLAN</b> Nothing available or presented
<b>TOTAL</b>			<b>10%</b>		

### 2.3 TET MEMBER RESPONSIBILITIES

Table 1: TET Member Responsibilities

Qualitative Criteria Number	TET 1	TET 2	TET 3	TET 4
1-7	X	X	X	X

## 2.4 FORESEEN ACCEPTABLE / UNACCEPTABLE QUALIFICATIONS

### 2.4.1 Risks

**Table 2: Acceptable Technical Risks**

Risk	Description
1.	None

**Table 3: Unacceptable Technical Risks**

Risk	Description
1.	None

### 2.4.2 Exceptions / Conditions

**Table 4: Acceptable Technical Exceptions / Conditions**

Risk	Description
1.	None

**Table 5: Unacceptable Technical Exceptions / Conditions**

Risk	Description
1.	None

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