



**REQUEST FOR INFORMATION (RFI): RF1165/2025/24 Secure Disposal Service of computer media devices**

**ASSESS AVAILABLE SERVICES FOR MEDIA SANITIZATION IN ACCORDANCE TO ISO 27040:**

**Information technology — Security techniques — Storage security**

**1. Purpose**

The purpose of this Request for Information (RFI) is to obtain detailed information on services that support secure data destruction in accordance with the Destruction technique defined in ISO/IEC 27040: Information Technology — Security Techniques — Storage Security.

The organisation seeks a better understanding of the capabilities, processes, controls, and assurances offered by service providers to ensure that data stored on storage media is irreversibly destroyed when it is no longer required, decommissioned, or reaches end-of-life, thereby preventing unauthorised recovery or disclosure.

**2. Background**

Once computer equipment has been decommissioned or written off, any storage media that may contain data must be appropriately sanitised to ensure alignment and compliance with applicable standards and regulations.

**3. Scope**

**3.1. Storage Media Coverage (but not limited)**

- 3.1.1. 3.5" and 2.5" SATA HDD
- 3.1.2. Solid State Drives (SSD)
- 3.1.3. Portable enclosed drives
- 3.1.4. M2 Drives
- 3.1.5. NVME Drives
- 3.1.6. USB Sticks
- 3.1.7. Mobile Devices (Tablets, Cell phones, Asset scanners)

**3.2. Destruction Methods**

- 3.2.1. Destruction methods mentioned in ISO 27040

3.2.2. On-premises, off-site, and mobile sanitization services

### **3.3. Lifecycle Events**

3.3.1. E- waste disposal method

### **3.4. Assurance and Compliance**

3.4.1. Certifications and standards alignment (e.g. ISO/IEC 27040, ISO/IEC 27001)

3.4.2. Chain of custody controls

3.4.3. Evidence and reporting (e.g. certificates of destruction)

3.4.4. Auditability and traceability

## **4. Request for Information**

- 4.1.** This Request for Information (RFI) is not a request for proposal, request for quotation, offer or invitation for bid, nor does its issuance restrict the City of Cape Town in its eventual implementation activities.
- 4.2.** The responses to the Request for Information will provide the City of Cape Town with information about products currently available in the market to support its required business capabilities.
- 4.3.** The City of Cape Town may request additional information from the respondents and may request demonstrations (proof of concepts) to be provided. It is therefore important that respondents provide accurate and honest information in their responses.
- 4.4.** This Request for Information will be published with the aim of collecting information on multiple products and solutions offerings.

## **5. Timeline**

The City is currently requesting research on services, to plan for future technological needs.

**5.1.** RFI Closing date: **01 July 2026**

## **6. Product and Solution Offering Information**

Respondents are requested to provide detailed information regarding their media sanitisation and destruction products and services, with specific reference to compliance with ISO/IEC 27040 and related information security standards.

The response should include, but not be limited to, the following:

1. Sanitization methods - Describe the **Destruction method** sanitization techniques used and how they align with ISO/IEC 27040 requirements.
2. Supported Media Types and limitations
3. Assurance and Compliance alignment
4. E-waste offering and compliance

## 7. General Company and Product Information

The responder to provide information relating to the company and product itself:

a. Company Background

Provide details on your company structure and background pertaining to data sanitization.

b. Service Overview

Provide details of the service offerings via attachments, brochures, or web articles. Provide details and electronic links to demonstrations.

c. Service compliance

Provide details on how the solution(s) are compliant with the ISO mentioned.

## 8. Product Pricing Structure

The responder to provide information relating to the pricing structure of the service as per the below:

- 8.1.** How is the pricing of the solution structured? Is it per individual item, per type of item or based on a service model irrespective of quantity?
- 8.2.** Is the pricing ad hoc or monthly subscription?
- 8.3.** Based on the above, please provide an indication of pricing for the service to be implemented.

## 9. Interaction with Respondents

- 9.1.** Respondents are advised that the City of Cape Town reserves the right to utilise information gathered during the request for information process in order to complete a specification, which is to be put forth for tendering.
- 9.2.** Send any questions to [Hendrik.Stemmet@capetown.gov.za](mailto:Hendrik.Stemmet@capetown.gov.za) should you have any queries.

## 10. Proof of Concept

- 10.1.** The City of Cape Town reserves the right to engage respondents to look at different methods to validate and test information provided in response to this RFI. This may include a request for a proof of concept or a demo. This will not result in any financial contribution towards proofing the respondent(s) concepts but will allow the City of Cape Town to engage after the conclusion of this RFI with the aim to ensure the information provided is validated and tested.

## 11.No Obligation

- 11.1.** This RFI places no obligation on the City of Cape Town to embark on any subsequent process to obtain any product or solution offering listed herein and respondents hereto shall obtain no preference or favour by responding to the Request for Information.
- 11.2.** The City of Cape Town is bound by relevant legislation and formal procurement and other procedures and therefore will follow these procedures should a need arise to procure any technologies in the future.
- 11.3.** Responses to this RFI are voluntary. Do not include any proprietary, classified, confidential, trade secret, or sensitive information in your response. The responses will be reviewed by City staff, and individual feedback will not be provided to any respondent. The City of Cape Town will use information submitted in response to this Request for Information at its discretion. The City of Cape Town reserves the right to use any submitted information on its public websites, in reports, in summaries, in any possible resultant solicitation(s), grant(s), or cooperative agreement(s), or in the future development regarding this subject.
- 11.4.** This RFI is for information and planning purposes only and shall not be construed as a solicitation, grant, or cooperative agreement, or as an obligation on the part of the City of Cape Town. The City of Cape Town will not pay for the preparation of any information submitted or for the use of such information nor undertakes to protect what the respondents deems to be proprietary or intellectual property. No basis for claims against the City of Cape Town shall arise as a result of a response to this request for information or from the use of such information.
- 11.5.** The research obtained from this RFI will inform the technical and functional specification of the proposed goods and services to be obtained, which may then follow an open competitive bidding process, should the City of Cape Town opt to implement such a system (Viability and Feasibility assessment, budgetary provisions, etc.). The City of Cape Town reserves the right not to proceed with any further process, should the research/technology indicate it is not a priority, viable and/or feasible. The City of Cape Town reserve the right to applied different procurement strategies, while exploring different methods to validate and test information provided in response to this RFI.

## 12. Submission Requirements

**12.1.** Please provide all inputs electronically on or before **16:00 on Wednesday, 01/07/2026.**

**12.2.** All responses to be sent: [Hendrik.Stemmet@capetown.gov.za](mailto:Hendrik.Stemmet@capetown.gov.za)

**12.3.** Email subject line: RF1165/2025/26 response from [Insert company name]

**12.4.** Response format: PDF or MS Word

**12.5.** Length: +/-20 pages including support documentation.

Thank you

### **Demand Management**

Directorate of Finance

Department of Supply Chain Management