



**Request for Proposal
Scope of Work**

Hendrina Power Station

Title: Request for Proposal 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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Content

	Page
1. Introduction	4
2. Supporting Clauses	4
2.1 Scope	4
2.1.1 Purpose.....	4
2.2 Normative/Informative References.....	5
2.2.1 Normative.....	5
2.2.2 Informative	7
2.3 Definitions.....	8
2.4 Abbreviations.....	10
2.5 Roles and Responsibilities	11
2.6 Process for Monitoring	11
2.7 Related/Supporting Documents	12
3. Scope of Work.....	12
3.1 Executive Overview.....	14
4. Legislative and Regulatory Framework	15
4.1 National Key Points Act Compliance.....	15
4.2 PSIRA Regulatory Compliance	16
4.3 OHS Regulatory Compliance	17
4.4 Additional Safety functions that are required by the Service provider.	17
4.5 Other Requirements of the Service provider(s)	18
4.6 Pre- Deployment Provisions for All Contractor Personnel	19
4.7 Site Establishment.....	20
4.8 Supervision and Control.....	21
4.9 Business Continuity Management and Contingency Plans	21
5. Category A Physical Guarding and Armed Response Services	21
5.1 Security functions and operations at the power station, outside areas and Eskom owned residential properties in Pullenshope.	23
5.2 Proposed Physical Guarding and Armed response Manpower and vehicle Requirements.	24
5.3 Security Equipment	25
5.4 Transportation of security guards.....	26
6. Category B Proposed Security Tactical Response Team (TRT).....	26
6.1 Security Tactical Response Teams (TRT)	27
6.2 Proposed Manpower and Vehicle Requirements.....	29
7. Category C Proposed Technology Integration	30
7.1 Technical Equipment Requirements	30
7.2 Aerial Surveillance (Drone and Operators) Requirements.....	30
7.2.1 General	32
7.2.2 Proposed Manpower and Vehicle Requirements.	33
7.3 Body cameras	33

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

7.4	Guard Monitoring System	33
7.5	Electronic Occurrence Book software and PC	33
7.6	Mobile Cameras	34
7.7	Dual Sim 2-way radios with auto switching between networks.....	34
7.8	Control Room Upgrade	35
7.9	Technology and Data Ownership.....	35
7.10	Key Considerations	36
8.	Training and Knowledge Transfer Requirements.....	36
9.	Additional duties as and when required.	37
10.	Service Information.....	37
10.1	The employer will provide the following:	37
11.	Drawings.....	38
12.	Maintenance	39
13.	Security Service costing.	39
14.	Key Performance Indicators:	39
15.	Schedule of Deficiencies and Penalties	41
	Compliance to Regulatory and Legislative Requirements	44

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

1. Introduction

Eskom Holdings SOC Ltd invites qualified and experienced service providers to submit proposals for the provision of Outcome-Based contracts. This scope of work outlines the roles and responsibilities 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) and other buildings owned by Eskom within Pullens Hope Area. The services will be provided by an outsourced supplier on an Outcome Based Contracts Model (OBC). To guarantee that security service providers produce quantifiable results in line with Eskom's security goals. The emphasis is on increasing the efficacy of security, incorporating technologically advanced solutions, and stimulating innovation while guaranteeing and continuous improvement, cost effectiveness and value for money. Some of the technology that will be deployed on site will be Technology as a Service (TAS).

2. Supporting Clauses

2.1 Scope

The scope of work (SOW) specifies the required services to be rendered by the Supplier for a period of 60 months and conditions for the acceptance of such a contract. The scope herein does not substitute procurement procedures that will be followed in the procurement process.

2.1.1 Purpose

To procure outcome-based security contract that integrates advanced technology solutions with traditional security measures to protect Eskom facilities at Hendrina Power Station through measurable performance outcomes. This will be a 60 Months outcome-based contract. All equipment, technology, and systems installed as part of this contract shall become the property of Eskom upon installation and must comply with Eskom technical standards as a minimum requirement, with higher specifications preferred where technically and commercially viable. the Scope of Work (SOW) for an Outcomes-Based contract goes beyond listing services. It clearly defines the results to be achieved, the assets to be protected, the underlying principles, and the specific activities required to deliver those outcomes.

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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] 240-48929482: Tender Technical Evaluation Procedure
- [2] 32-1034: Eskom Procurement Policy
- [3] 32-727: Safety, Health, Environment and Quality (SHEQ) Policy
- [4] ISO 9001 Quality Management Systems
- [5] ISO 18788: 2015 Management System for Private Security Operations
- [6] Control of Access to Public Premises and Vehicles Act, No. 53, 1985
- [7] Protection of Constitutional Democracy against Terrorists and Relative Activities, Act 33 of 2004
- [8] Constitution of the Republic of South Africa, 1996
- [9] Public Finance Management Act 1 of 1999
- [10] Protection of Information Act 84 of 1982
- [11] Prevention and Combating of Corrupt Activities Act 12 of 2004
- [12] Labour Relations Act 66 of 1995
- [13] Basic Conditions of Employment Act 75 of 1997
- [14] Basic Conditions of Employment Act 75 of 1997: Sectoral Determination 6: Private Security Sector
- [15] Occupational Health and Safety Act 85 of 1993
- [16] Prevention of Organised Crime Act 121 of 1998
- [17] Protected Disclosures Act 26 of 2000
- [18] The Promotion of Access to Information Act 2 of 2000
- [19] Critical Infrastructure Protection Act 8 of 2019
- [20] National Key Points Act and Regulations, Act 102 of 1980
- [21] National Key Points Directive, CS/OPS/NSP/P/329/1/B

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- [22] The Criminal Procedure Act 51 of 1977
- [23] Firearms Control Act 60 of 2000
- [24] National Strategic Intelligence Act 39 of 1994
- [25] Eskom's Procurement and Supply Chain Management Policy 32-1033
- [26] Private Security Industry Regulation Act and Regulations, Act 56 of 2001
- [27] Private Security Industry Levies Act 23 of 2000
- [28] Eskom's Procurement and Supply Chain Management Procedure 32-1034
- [29] Integrated Risk Management Policy 32-86
- [30] Safety, Health, Environment and Quality (SHEQ) Policy 32-727
- [31] Eskom Incident Management Procedure 32-95
- [32] Eskom Delegation of Authority Policy 240-62072907
- [33] Employment Equity Act 55 of 1998
- [34] The Eskom Code of Ethics 32-527
- [35] Security Service Provider Code of Conduct (PSIRA)
- [36] PFMA Reporting Procedure rev 2 32-92.
- [37] Protection of Personal Information Act 4 of 2013 (POPIA)
- [38] Animal Act 7 Of 1991.
- [39] Performing Animal Protection Amendment Act (Act 4 of 2016).
- [40] Eskom Framework for physical security guarding services.
- [41] Implementation of Eskom Outcome Based Contracts Security Tender
- [42] Security Vetting Policy 32-0122M
- [43] Contractor Access Control Standard 32-0126M
- [44] 240-102220945 Specification for Integrated Access Control System for Eskom sites
- [45] 240-91190304 Specification for CCTV Surveillance with Intruder Detection
- [46] 240-86738968 Specification for Integrated Security Alarm System for Protection of Eskom Installations and its subsidiaries

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- [47] 240-170000096 Physical security integration standard
- [48] 240-170000257 Technical Evaluation Criteria for the Integrated Security System
- [49] 240-170000691 Standard for Intrusion pre-detection systems used at Eskom sites.
- [50] 240-78980848 Specification for Non-Lethal Energized Perimeter Detection System (NLEPDS) for protection of Eskom installations and its subsidiaries
- [51] 240-171000171 Commissioning guideline for secondary plant physical security system
- [52] 240-180100001 Secondary Plant Security Systems Maintenance Procedure
- [53] 559- 620181114 Eskom Body-worn camera standard
- [54] Act 31 of 2002, The Immigration Act
- [55] Act 6 of 1959, The Trespass Act
- [56] Act140 of 1992, The Drugs Act
- [57] Act 71 Of 1968, Dangerous Weapons Act
- [58] South African Police Force- Minimum Physical Security Standards (MPSS)
- [59] South African Civil Aviation Authority Act, 1998 (Act No 40 of1998)
- [60] Remotely Piloted Aircraft Systems (Part 101) Regulations

2.2.2 Informative

- [1] NEC3 Term Services Contract
- [2] 32-86: Integrated Risk Management Policy
- [3] 32-84: Security Risk Management Policy
- [4] 32-139: The Control of Eskom Firearms and Ammunition
- [5] 32-95: Safety, Health, and Environmental Incident Management Procedure
- [6] 23-727: Safety, Health, Environment, and Quality Policy
- [7] 32-144: Safekeeping of Private Firearms and Ammunition
- [8] 32-1138: Handling and Safe Practices for Private Firearms and Ammunition on Eskom Premises
- [9] 32-1300 Process Control Manual for Access Control in Eskom
- [10] 559-970769434 Scope of work Statement for Guarding contracts guideline document
- [11] ISO 9001 Quality Management Systems.

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

[12] Eskom framework for Physical Security guarding Services

2.3 Definitions

Contractor / Supplier	The Contractor / Supplier who is awarded the contract and will deliver the services outlined in the document.
Employer	Refers to Eskom, Hendrina Power Station
Services Manager	The employee nominated by Eskom, Hendrina Power Station who manage the above listed TSC3 contract for the stated goods / Services strictly in accordance with the conditions of contract stated in the Contract Data
Accountability	Accountability, in terms of ethics and governance, is equated with answerability, culpability, liability, and the expectation of account-giving.
Asset	Anything that has tangible or intangible value to the organisation.
Security manager (SM)	The most senior security Officer employed at a business unit.
Competence	The ability to apply knowledge and skills to achieve intended results.
Consequence	The outcome of an event that affects objectives.
Contract	An agreement between two or more parties, one being Eskom, with the intention of creating rights and obligations with legal consequences or effect, as amended from time to time.
Divisional security manager	The Security Middle Manager (Task Grade M17 and above) responsible at divisional level for co-ordinating and advising on the security function in that division or business.

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

Incident	An event with consequences that have the capacity to cause a loss of life, harm to assets, a physical security breach, or a loss of assets and have a negative effect on human rights and/or the fundamental freedoms of internal or external stakeholders or any event that poses a threat to the security of the assets of an organisation.
Non-compliance/Nonconformity	The non-fulfilment of applicable legislative, regulatory, or organisational requirements such as Eskom's approved security policies, standards, directives, procedures, work instructions, and standard operating procedures.
Non-performance	A non-fulfilment of applicable performance standards and Eskom's approved security policy standards, directives, procedures, work instructions, and standard operating procedures.
Private security service provider	An entity or organisation that conducts or contracts security operations and whose business activity includes the provision of security services, either on its own behalf or on behalf of another such entity or organisation.
Responsibility	Responsibility is held by the individual who carries out an activity or performs the work. While there may be additional roles delegated to support the required tasks, at least one role bears the responsibility for the specified work.
2-Man rule	A security officer may not be posted at any post alone nor may a security officer go out on patrol (vehicle and foot) alone there must always be a minimum of two security officers
Tender	Refers to an open or closed competitive request for quotations / prices against a clearly defined scope / specification.
Integrated Access Control System	It is an electronic system that aims to collaborate and align efforts across the logical and physical security domains to standardise access control within Eskom.

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

Control Centre	Where alarms and CCTV footage are monitored and needed response/s initiated from. The alarms and CCTV footage can be aggregated to a national security control centre that can initiate requisite actions from a national perspective.
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2.4 Abbreviations

Abbreviation	Explanation
NEC TSC	New Engineering Contract Term Services Contract
SoW	Scope of Work
MSDS	Material Safety Data Sheet
NKP	National Key Point
SABS	South African Bureau of Standards
SLA	Service Level Agreement
SAPS	South African Police Service
PSIRA	Private Security Industry Regulatory Authority
TRT	Tactical Response Team
RPAS	Remotely Piloted Aircraft Systems
SASSETA	Safety and Security Sector education and training authority
ICASA	Independent Communications Authority of South Africa
SHEQ	Safety Health Environment and Quality
PPE	Personal Protective Equipment
OB	Occurrence Book
HOD	Head of Department
SM	Security Manager
BU	Business Unit
SSP	Security Service Provider
GX	Generation
OHS	Occupational Health and Safety

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FCA	Firearms Control Act
OBC	Outcome-Based Contract
CCTV	Closed Circuit Television
KPI	Key Performance Indicator
RFP	Request for Proposal
SSP	Security Solutions Physical
SACAA	South African Civil Aviation Authority
COIDA	Compensation for Occupational Injuries and Disease Act
UASLA	Unmanned Aerial System Letter of approval
ROI	Return On Investment
PAPAA	Professional Association of Proprietary Agencies and Authorities
PSIM	Physical Security Information Management Systems

2.5 Roles and Responsibilities

Role	Responsibility
The Supplier	Will provide the provision of physical security patrol, tactical response team (TRT) and guarding services in line with this scope of work and adhering to all Legal requirements and Eskom SHEQ guidelines.
The Employer	Will inform, manage and measure the Supplier on expected service requirements and outcomes desired according to the guidelines within the NEC and the scope of work

2.6 Process for Monitoring

The Eskom Procurement and Supply Chain Management Procedure (32-1033 & 32-1034) will guide the process for monitoring.

A quarterly SLA scoring and meeting will be held where performance will be measured against the SLA.

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There will be regular audits taking place at the security, which includes internal audits by risk and assurance department, external audits by Department of Labour, SABS, SAPS National Key Point, PSIRA, as well as other authorities identified by the Eskom Risk and Assurance Department.

Peer review will be done by the Management of Hendrina Power Station.

Housekeeping and safety inspections will be done periodically by the Security Manager and the Safety Departments.

2.7 Related/Supporting Documents

[1] HSPHO020: Access Control Instruction

[2] HSPPO 601: Patrol and Access Control Work Instruction

3. Scope of Work

Eskom, through Generation Hendrina Power Station, is seeking proposals from qualified and experienced security service providers to deliver comprehensive integrated security solutions as set out below. The successful bidder will be instrumental in safeguarding assets, information and people, ensuring operational continuity, and contributing to the stability of electricity supply, considering the varying risk levels across the facilities. The scope covers three risk categories at Hendrina Power Station.

Risk Level	Tier Level	Sites	Minimum Security Requirements
Level 1 (Low risk)	4	8 x Office Buildings 6 x Dams, booster pumps and Sewerage plants (NKP and non-NKP)	Outcome: Prevent unauthorized access, detect and deter criminal activity, and enable swift, coordinated response. Intelligent Video Surveillance with AI analytics project in process done internally. Fencing project in process done internally Rapid Armed Response: Priority armed response with shorter SLAs, pre-identified routes, and site familiarization.

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

Risk Level	Tier Level	Sites	Minimum Security Requirements
			<p>On-site Deterrence: Visible, uniformed Security Guards (C-grade, armed inside the NKP, unarmed outside the NKP access control and initial visual deterrence during vulnerable periods (e.g., peak crime times, specific operational windows). Their primary role is access management and observation, relying on technology and armed response for engagement.</p> <p>Patrols and site inspections by foot and by vehicles guard tracking system with panic button functionality</p>
<p>Level 2 (Medium to high risk)</p>	<p>2</p>	<p>18 x Critical areas (NKP)</p>	<p>Outcome: Prevent unauthorized access, detect and deter criminal activity, and enable swift, coordinated response.</p> <p>Intelligent Video Surveillance with AI analytics project in process done internally.</p> <p>Fencing project in process done internally</p> <p>Rapid Armed Response: Priority armed response with shorter SLAs, pre-identified routes, and site familiarization.</p> <p>On-site Deterrence: Visible, uniformed Security Guards (C-grade, armed inside the NKP, unarmed outside the NKP access control and initial visual deterrence during vulnerable periods (e.g., peak crime times, specific operational windows). Their primary role is access management and observation, relying on technology and armed response for engagement.</p> <p>Patrols and site inspections by foot and by vehicles guard tracking system with panic button functionality</p>
<p>Level 3 (High Risk)</p>	<p>1</p>	<p>11 x Critical Plant areas (NKP)</p>	<p>Outcome: Prevent unauthorized access, detect and deter criminal activity, and enable swift, coordinated response.</p> <p>Intelligent Video Surveillance with AI analytics project in process done internally.</p>

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

Risk Level	Tier Level	Sites	Minimum Security Requirements
			<p>Fencing project in process done internally</p> <p>Rapid Armed Response: Priority armed response with shorter SLAs, pre-identified routes, and site familiarization.</p> <p>On-site Deterrence: Visible, uniformed Security Guards (C-grade, armed inside the NKP, unarmed outside the NKP access control and initial visual deterrence during vulnerable periods (e.g., peak crime times, specific operational windows). Their primary role is access management and observation, relying on technology and armed response for engagement.</p> <p>Patrols and site inspections by foot and by vehicles guard tracking system with panic button functionality</p>

Note: The requirements outlined in this document form part of the baseline and do not preclude the service provider from proposing alternative solutions, provided such alternatives meet or exceed the intent, performance, and safety objectives of Eskom standard.

Furthermore, the scope for security services to include, but shall not be limited to the following categories of services:

- a) **Category A** includes Access Control, Patrols and Static Guarding & Armed Response
- b) **Category B** includes Tactical Response Teams
- c) **Category C** includes Technology and Training

3.1 Executive Overview

Security is a highly regulated environment, which places huge responsibilities and accountabilities on Hendrina Security Management who is responsible for providing, safeguarding, shaping, and planning the strategic direction of Security at the Power Station. The Security Manager is also responsible for managing, monitoring and ensuring that all security contracts will lead to the optimal protection of Eskom’s assets, business processes, employees, information, systems, stakeholders, and interests. Hendrina Power Station will

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

ultimately benefit from better value from higher-quality services at lower long-term costs if the outcomes-based NEC model is introduced.

Physical guards will be required at the NKP to conduct Access Control, and visible patrols. Hendrina is moving towards the use of more technology and thus armed response units will be needed to rapidly respond to areas where technology is installed. As the technology rollout progresses on site, a comprehensive reduction in the number of physical guards is expected the successful supplier will be required to clearly demonstrate in their proposals how the guarding compliment will be progressively reduced in alignment with technology implementation. The plan to achieve is a 5% guard reduction by Year 2" and another 5% by Year 3," along with a 10% cost reduction or better.

Armed tactical response units will also be available to handle any situation which may arise at the NKP in the form of Protest action or protection required.

The services shall comprise of the supply of specialized and professionally fully trained and equipped PSIRA accredited Security Officers to be deployed per identified areas inside the Hendrina Power Station (registered National Key Point) and outside areas of critical importance to the Power Station, including the Eskom owned residential and Business properties in Pullenshope on a 24/7 basis for a period of 60 months.

4. Legislative and Regulatory Framework

4.1 National Key Points Act Compliance

As a designated National Key Point under the National Key Points Act 102 of 1980, Hendrina Power Station is subject to stringent regulatory requirements that mandate comprehensive protection of strategic infrastructure. The Act empowers the Minister of Police to declare and protect sites of national strategic importance against sabotage, espionage, and other threats that could compromise national security or economic stability. This designation places specific obligations on Eskom as the facility owner, including the implementation of approved security measures as identified in the **SAPS GSR ASSESSMENT** and includes the maintenance of occurrence books for incident recording, and immediate notification of security breaches to relevant protecting authorities. Adherence to prescribed training standards according to the NKP Act and Firearm Control Act.

The National Key Points framework requires that all security measures implemented at Hendrina must align with prescribed **SAPS GSR ASSESSMENT, Minimum Physical**

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

Security Standard (MPSS) and other standards for perimeter protection, access control, surveillance systems, and personnel vetting procedures. Non-compliance with these requirements can result in severe legal consequences, including prosecution under national security legislation. Furthermore, the Act mandates that security upgrades and modifications must receive prior approval from designated authorities, ensuring that proposed solutions meet national security standards while maintaining operational effectiveness.

- All Service Providers to be registered with the NKP or be in possession of a valid letter from SAPS issued by the NKP office indicating company's application for registration to offer services at Hendrina Power Station National Key Point.
- All Security Personnel deployed at the National Key Point must be NKP registered under the Company(is) name for Hendrina Power Station.
- Sufficient firearms registered in the service providers company name and to ensure compliance in respect of the requirements of the national Key point Act Firearms Control Act and Eskom firearm standards.

4.2 PSIRA Regulatory Compliance

All security service providers contracted to operate at Hendrina Power Station must demonstrate full compliance with the Private Security Industry Regulation Act 56 of 2001. This legislation establishes the Private Security Industry Regulatory Authority (PSIRA) as the governing body responsible for regulating all aspects of private security operations in South Africa. Compliance requirements include company registration, individual registration of security personnel, adherence to prescribed training standards, and maintenance of operational records that meet regulatory specifications.

- The Service provider(s) must be registered with PSIRA
- The Directors must be registered with PSIRA with a minimum of Grade B.
- All Security Personnel deployed at the National key point must be PSIRA registered under the Company(is) name.
- PSIRA compliant in terms of the PSIRA levies Act
- Signed PSIRA Code of Conduct by the Director (s) to be handed to the Security Manager.

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Registered with the Private Security Sector Provident Fund (PSSPF) and all payments up to date
- PSIRA letter of good standing to be handed in monthly with the invoice for assessment purposes.

PSIRA compliance extends beyond basic registration to encompass ongoing obligations for skills development, equipment certification, and operational auditing. Security technology providers must demonstrate that their personnel possess appropriate qualifications for handling sophisticated security systems, including biometric technologies, integrated surveillance platforms, and access control networks. Additionally, any firearms or specialised security equipment deployed at the facility must be properly licensed and registered in accordance with PSIRA regulations and related Firearms Control Act.

The regulatory framework also mandates that security service providers maintain comprehensive insurance coverage, establish formal complaints procedures, and participate in industry oversight mechanisms. These requirements ensure that contracted providers operate within legal parameters while maintaining professional standards that align with the critical nature of National Key Point protection.

4.3 OHS Regulatory Compliance

- Refer to the She OHS specifications.
- Refer to Environmental Checklist
- Refer to quality management systems requirements.

4.4 Additional Safety functions that are required by the Service provider.

- Shift supervisors to conduct SMAT (Behavioural Safety Observation) and submit via the Eskom App
- Contractor to attend Monthly SHEQ Meeting, and conduct plant safety walk by Safety Officers and SHE Representative
- Submit monthly man-hours to Eskom Security Management on the 1st day of every month.
- The Security Officers will be expected to do a pre-job/ daily risk assessment and safety talks before commencement of every shift. The risk assessment must be updated as new risks are identified or emerge.

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Before posting security, members and review the risk assessment when new risk arises.
- Safe handling of firearms during shift changes must be always adhered to. The contractor must ensure that a procedure is put in place to that effect.
- The contractor must ensure provision of equipment/facilities for making firearms safe (bullet trap). A procedure to that effect, should also be in place.
- The contractor must ensure that Security officer's private firearms are not utilized for their business purposes, in terms of this contract.
- Security officers will be subjected to alcohol and drug testing at sites and shall have their person and possessions searched, without exception. Refusal to co-operate will necessitate removal of the SO from site immediately at the cost of the Contractor. Defaulting security officers are not to be deployed at any other Eskom site, under any circumstances.

4.5 Other Requirements of the Service provider(s)

- Implement a robust command-and-control structure for effective coordination and contract management.
- The contractor shall provide proof of approved security and tactical training courses successfully completed by the security officers to the security Manager before deployments will occur when Tactical response teams are required at Hendrina power Station.
- Remain compliant with regards to training according to PSIRA, SHE, NKP and the Firearms control act.
- The Service provider must provide firearm safes and registers for safekeeping of company firearms while on site in accordance with the Firearm Control Act.
- The Service provider must provide crowd control equipment, and all security registers required to be used on site, the main Occurrence Book must be Electronic.
- The Contract must have Operating/ Control room in the region of Nkangala District Municipality within three months of signing the contract. Panic buttons must report to either the Contractors control room or to the Eskom Security Control Room for duration of the contract.
- Submit SHE Statistics on time at the end of every month.

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Report on staff turnover, all newly appointed Security officers will be checked for compliance by Security Management before the induction forms are signed so supporting documents needs to accompany the application.
- Ensure sufficient Relief personnel numbers are available to prevent short posting.
- Ensure proper records are kept of all security operations on site e.g. vehicle KM's, patrols, posting, firearms and reports.
- Prevention of Negligent discharging of firearms must be managed very closely.
- Tracking reports for vehicles to be handed in Monthly to the Security Manager for Invoicing Purposes
- All vehicles to be fitted with a reverse hooter and company branding.
- Vehicle to be fitted with patrol lights and emergency response lights as per PSIRA ACT
- Service provider must submit weekly and monthly reports, and the content of the report shall be discussed and agreed to between the Security Manager/Eskom Contract Manager.
- Service provider will be expected to submit contingency plan to cover events such as strike, shortage of manpower, sick leaves etc and this must be approved by the Security Manager or Eskom Contract Manager.
- Security response teams will visit the sites covered by the drone and upload photos of the sites where the weather does not allow the drone to operate or install six (6) web-based movable camera system with solar and sim card capability at the expense of the supplier.
- Service providers must submit a technology roadmap outlining how they will introduce and scale innovative solutions over the contract period which must include measurable reduction in guarding personnel at the Sewerage plants and other posts.
- The Service provider must ensure all outsourced services complies to the relevant legislation and to provide the necessary proof when required by Eskom or External Auditors.

4.6 Pre- Deployment Provisions for All Contractor Personnel

Prior to site deployment the following provisions are to be in place / and adhered to.

- A Kick off meeting between the Contactor Management and Security Management to be held where all:

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Operational procedures will be explained, clarification give and any questions will be answered.
- SLA will be discussed and internal review and audit review Check sheets will be handed to the Contractor with regards to NKP, FACA & PSiRA compliance and any questions will be discussed.
- Criminal checks from a reputable screening company must be conducted on all deployed personnel and the screen results be made available prior to deployment. Not older than 30 days. And to be renewed annually for the duration of the contract
- Safety file reviewed and approved.
- Access authorization process (site permit), including medical fitness assessments.
- No security officers are to be deployed in terms of this contract, before undergoing necessary Eskom induction. Eskom reserves the right to remove such Officers that have not complied with this requirement from their sites or duties as per this agreement at the cost to the contractor.
- Security officers will be expected to sign a declaration of Secrecy before commencements of their duties in terms of this contract.
- Only company firearms licensed in the security Contractors name may be utilized as per this contract.
- Security officers must be able to read and write and express themselves well in English.

4.7 Site Establishment

- The Contractor will be responsible to establish site in the area allocated by the Service Manager
 - 1 x park home with 3 office space and a board room space were handing over can be done to include tables chairs, admin computer and printer (not the same as PC with Electronic OB)
 - Where the park home has electrical connection point a COC certificate must accompany the delivery and will be filed by the Service Manager
- On contract expiry the property will become the property of Eskom

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

4.8 Supervision and Control.

- All deployed guards must be supervised by a duly assigned and delegated minimum PSIRA Grade A Supervisor per shift.
- The Supervisors must ensure that SO's are assisted to reach the sites and paraded 15 minutes before reporting on and off duty.
- The posting of SO's is required to be done by the Supervisor at all sites (the practice of: "self-posting" is not permitted).
- All equipment must be tested during each shift change; all defective or unserviceable equipment must be replaced immediately.
- Team leaders / Managers at Grade A to be available on request.
- Shift relievers to be made available as per legal requirement, no exceptions.

4.9 Business Continuity Management and Contingency Plans

- The Contractor must have contingency plans in place for the following:
- Own Strike/Labour unrest amongst own staff.
- Shortage of Manpower due to e.g., absenteeism, sick leave annual leave.
- Equipment Failure e.g., Vehicle breakdown.
- Communication system.
- Internal grievance procedures.
- Eskom must be made aware of any risks they might face before the risk occurs.

5. Category A Physical Guarding and Armed Response Services

- Armed and unarmed Grade C security officers trained to protect NKP and non NKP sites, as applicable.
- Armed Grade C security officers for vehicle patrols and escorts for employees/contractors/service providers deployed in high-risk areas or performing high risk tasks or from Hendrina Power Station to any destination as determined by the business risk assessment or the Security Manager or his authorised delegates as and when required.
- Armed Reaction Officers Grade C with Armed response / Cash in Transit training.
- Contractor Health and Safety officer full/time
- A full time Safety Officer is required for this contract.

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- The contractor health and Safety officer must be trained in the following:
 - OHS Diploma
 - HIRA, Incident investigation training, Legal liability, Training, knowledge and understanding of ISO 45001
 - Minimum work experience 2yrs,
- Security personnel will be required to work two (2) x twelve (12) hour shifts from 06:00 until 18:00 and from 18:00 until 06:00
- Provide trained and PSIRA and NKP certified security personnel for 24/7 guarding at Hendrina Power Station NKP and External areas under the control of Hendrina power Station.
- Remain compliant with regards to training according to PSIRA, NKP and the Firearms control act.
- Ensure compliance with Eskom's Security, SHE and firearm standards.
- The personnel need to be trained on the Security procedures at Hendrina Power Station
- The 2-man rule must always be adhered to while on duty
- Security parade must commence 15 min before the start of the shift where inspections and instructions and toolbox talks (risk assessments) must be done / given or discussed.
- The Contract supervisor on duty will report to the Eskom Security Supervisor on duty, posting sheets must be handed over to Eskom at the start of every shift.
- All incidents, risks and improvement suggestions must be reported to the Eskom supervisor, who will escalate to Management where appropriate.
- Security officers will be dressed in full uniform of the company which complies with the PSIRA Act including wearing of bullet proof jackets while on duty.
- The correct personal Protective equipment including bullet proof vests must be worn as required according to Eskom and SHE specifications.
- The contractor will be required to work standby, and overtime as required within the legal requirements of the Law

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Security officers must disclose any convictions or pending criminal prosecutions against them during their employment on site and between criminal checks.

5.1 Security functions and operations at the power station, outside areas and Eskom owned residential properties in Pullenshope.

- The Private security team will be deployed within Access and egress control points 24/7 where 100% searching will be done (vehicles, trucks, persons bags & containers) on entry and exit, 100% alcohol checks and permit checks will be done.
- Where available the walkthrough metal detectors and baggage scanners must be utilised. Handheld metal detectors and mirror scoops will be used on an ad hoc bases at the vehicle gate.
- All passengers and the driver to climb out of the vehicle to be screened for alcohol and to award Security to thoroughly inspect the vehicle. Only the driver will be allowed to drive through the vehicle gate all pedestrians must make use of the turnstiles.
- Verify all tolls and equipment, removal of Eskom Equipment (S5 and Removal Permits) and stores deliveries are correctly recorded and thoroughly inspected on entry and removal.
- Prevention of illegal substances entering the station and other outside posts where security is deployed.
- The access points at the NKP are:
 - North Gate vehicle entrance and exit gates, pedestrian entrance and exit gates.
 - Reception
 - South Gate vehicle entrance and exit gates, pedestrian entrance and exit gates.
 - Coal Gate Truck entrance and exit gate.
 - Procurement
 - Stores
- The primary generating plant areas in the power stations
- Critical outside areas are but not limited to:
 - Sewerage plant near South Gate
 - Sewerage plant in Pullenshope
 - Booster pump upper
 - Ash dams main gate
 - South Booster Pump (New Upper)

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- North Booster pump
- 7-year dam
- HV Yard
- Tec and Ops
- Eskom owned residential and business properties in Pullenshope and shall remain under the control of the appointed Manager / Supervisor during the tour of duty.
- Security Officers at outside posts must report to the Supervisor on an hourly basis.
- The responsible Eskom Security Manager shall exercise overall command of the Security resources on site.
- Daily clock report to be Sent to the Officer Security Operations at Hendrina
- Vehicle patrols and post inspections must be conducted on a regular basis.
 - Inside the station visiting risk areas and buildings to ensure they are properly locked after hours
 - The Security perimeter fence
 - All posts outside the NKP inspected very regularly.
 - Escorting of fuel, chemical and other high-risk vehicles on site to and from their destination and ensure correct offloading occurs.

5.2 Proposed Physical Guarding and Armed response Manpower and vehicle Requirements.

Security Site Manager Grade A Day shift Mon to Friday and standby for any incidents
Security Supervisor - Grade B (Armed) (2 total) 1 x day 1 x night = 2
Control Room Operators - Grade B (Armed) (2 total) 1 x day 1 x night = 2
Security Officer - Grade C (Armed/NKP) (34 total) 17 x day 17 x night =34
Security Officer - Grade C (Unarmed) (20 total) 10 x day 10 x night =20
Armed Response Security Officers Grade C (Armed/NKP) (4 total) 2 x day 2 x night = 4
1 x Alarm/ CCTV /electronic Systems Technician Day shift Mon to Friday and standby for any incidents

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

1 x Safety Officer (1 off) Day shift Mon to Friday and standby for any incidents
2 x Administration Officers (2 off) Day shift Mon to Friday

2 x Reaction / patrol vehicles - 4x4 Double cab bullet proof (5 000km/vehicle)
1 x Escort internal, Patrol & site visits vehicles - 4x4 Double cab (5 000km/vehicle)

5.3 Security Equipment

The supplier to ensure that the officers are fully equipped to perform their duties. The equipment required is as follows:

- Batons
- Sufficient Torches and batteries to operate for the whole night shift per post and additional spare in case of malfunction
- Communication devices: Dual sim Two-way radios see specifications below
- Panic buttons linked to an alarm system for response including Eskom Hendrina Security control room
- Handcuffs
- Fire extinguishers for vehicles
- First aid kits
- Real time guard monitoring devices/ systems and reporting capability
- Bullet proof vests must be (Level III Special SA Mix) inner protection and armoured plates. Inner protection must have labels with SANS1658:2007 / SABS 1658:1996 standards displayed on it.
- Firearms (9mm pistols and 12 bore Shotguns) no revolvers to be used. 9mm firearms with an external hammer will be preferred.
- Firearm Holster with a retaining device or lanyard attached to the person and firearm.

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Firearm safes must have a 2 key locking system
- Crowd control equipment
- Security registers
- Registers as per the Firearm Control Act, for the proper management and control of the Company's Firearms.
- Full security uniform with company logo, (shirts, trousers, caps, jackets, winter jackets, reflective vests with company logo, raincoats, belts, jersey, socks, epilates, flashers, White gloves for traffic control)
- PPE for inside the Power Station, Hardhats with Chin straps, safety goggles, ear protection and earmuffs, dust masks, safety boots according to Eskom specification, pig skin gloves for every Security Officer
- Tools and equipment needed by the Technician to be able to do cleaning and first line maintenance of the Security Systems

5.4 Transportation of security guards

The PSIRA guidelines provide for the costs associated with the transportation of security to be included in the overhead and profit cost. In this regard Eskom shall not pay additional costs for the transportation of guards to and from work. It is in exceptional cases that such costs will be borne by Eskom. Hendrina Power Station will pay work home travel costs in Pullenshope only.

N.B.: for safety reasons no security guards shall be transported at the back of a Bakkie. This requirement shall be spelt out clearly in the Hendrina safety induction.

6. Category B Proposed Security Tactical Response Team (TRT)

- **NB This service will be an As and When required service and be activated by the Service manager or Security member with a delegation of authority.**
- All Security officers must be registered with PSIRA at the required grade.
- Tactical security officers Grade C with Armed response / Cash in Transit / crowd control training.

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Section Leader Grade A with Armed response / Cash in Transit / crowd control training.
- TSOs shall be physically and mentally fit to perform the nature of duties as detailed in this scope of works but not limited thereto as shall be determined by changing risks and/ or: business requirements.
- Have training and expertise in the use of specialized tactical equipment for crowd control security breaches, perimeter control, containment and command, high risk apprehension, high -risk security response, high risk incident command, and other serious incidents that threaten the safety and security of the Power Station and which exceeds the capacity and capability of the site first responders.
- Supervisors and/ or Team leads shall have no less than Three Years of Supervisory and/ or managerial experience.
- Have the expertise to but not limited to legal aspects and the use and handling of firearms.
- Armed Security officers must be adequately training on the specific firearms they are expected to use.
 - 9mm pistols
 - 12 Br shotguns with rubber for plant deployment / crowd control.
 - Paintball guns with paint or teargas rounds.
- Crowd Control protective equipment gear and Protective clothing must be worn

6.1 Security Tactical Response Teams (TRT)

- The service provider will be required escort (Armed) Eskom employees and contractors from Hendrina Power Station to any other destination determined by the Security Manager or his authorised delegated as and when required.
- The protective condition shall focus on deterring, detecting, deflecting, and defending against high-risk acts of criminality such as plant tempering, vandalism, unauthorised access, unauthorised removal of copper cables, other assets and equipment's, bypassing security measures, serious security breaches and incidents.

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Manage and guard Plant (including critical areas like PA Fan, FD Fans, Boiler, Cable racks, Generator), offices, other hot spots areas (e.g., HV Yard, Conveyor Belts, Coal Gate, South Gates, Ash Dams, Sewage Plant, Security Transfer Pump House, Tech & Ops, Outside Parking's, Ash Dam Gate), Eskom offices at Pullenshope and vacant Eskom houses at Pullenshope including Eskom Community HUB for day and night shift.
- The detailed deployment plan and area specifics will be shared with the successful bidder due to sensitivity.
- A plant orientation will be conducted once the induction and access authorization processes have been completed.
- The specific plant areas where the resources shall be deployed and shall focus on are outlined in the table below, this might change during the deployment period as certain risks become known or evolve.
- Report to client and Eskom supervisor on duty.
- Conducting patrols in the plant at all levels, from unit 1-10.
- Static guarding in the Station at identified High Risk areas.
- Immediate reporting of all incidents to Eskom H.O.D. security and/or supervisor on duty
- Adhered to all security services control documentation and Occurrence Book (OB)
- Will be required to work a two (2) shift cycle: day shift (06:00 - 18:00); and night shift (18:00 – 06:00).
- All personnel shall, while on duty adhere to 2-Man rule.
- Service provider to report monthly, employee turnover including employees that are dismissed, resigned and those that are newly employed.
- Service provider to complete monthly manhour and name list of all security employed by the security contractor and submit the report to security manager on the last day of every month as per SHE requirements.
- All Patrols must be done in accordance with instructions and booked in the occurrence book (OB), and when vehicle patrols are conducted, all kilometres and points visited must recorded in the OB of the post visited.
- All Security officers deployed at Eskom sites must comply and adhere to Eskom policies and all relevant national legislation(s).

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Security officers must be in possession of their valid PSIRA and company I.D cards always on their person.
- During protests, demonstrations, strikes, etc. fully kitted uniformed security officers equipped with appropriate personal protective equipment must manage and control violent protest or other situations. Video recording of such incidents will be required.
- TRT equipment must be safely stored and controlled, it must only be issued in the event of protests, demonstrations and strikes. Officers should not have free access to the equipment. Only company issue equipment may be brought on site for protection purposes.
- Armed Security officers must always carry Company issued Firearm permits whilst on duty, as per the Firearm Control Act.
- The deployed TSOs shall be agile, swift, observant, and vigilant; and shall rapidly to respond to alarms, incidents, crime scenes, imminent or potential threats in the plant environment, that may negatively affect security of supply or introduce risks to operational performance and stability at the power stations.
- Reaction to any security emergencies or life-threatening situations on site shall be provided without delay.
- All incidents and response/s must be immediately reported to the Eskom control room and in accordance with the companies' own procedures.

6.2 Proposed Manpower and Vehicle Requirements.

Tactical Reaction Section Leader Grade A (Armed/NKP) (2 total) 1 x day 1 x night = 2
Tactical Reaction Security Officers Grade C (Armed/NKP) (10 off) 5 x day 5 x night = 10

Section leader vehicle
Minibus vehicle capable of carrying min of 6 persons TRT

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

7. Category C Proposed Technology Integration

Hendrina power Station has embarked on numerous projects for the Implementation of security technology and the maintenance thereof by the different system owners who are not Security. Thus, at this stage this scope will be limited.

7.1 Technical Equipment Requirements

The requirements are designed to ensure operational reliability, compliance with Eskom standards, and integration with the broader security infrastructure, including the Physical Security Information Management (PSIM) system. All equipment shall be fit for purpose and capable of sustained performance under site-specific environmental conditions. The service provider shall be responsible for the maintenance, servicing, upgrading the new security technology installed / provided and where necessary, the design, supply, and commissioning of systems at Hendrina Power Station.

All telecommunications and electronic equipment using radio frequencies, such as phones, Wi-Fi, and Bluetooth devices. Requirements include technical performance testing, electromagnetic compatibility (EMC) testing, and safety compliance, with submissions submitted by registered local suppliers must be ICASA certified.

7.2 Aerial Surveillance (Drone and Operators) Requirements

- The drone must have a minimum flight time of 5 hours focusing on these areas daily 7 days a week
- Drone must be able to be flown from the Security Control room if required
- The necessary training certificates to legally operate a drone and approval from Civil Aviation to fly at Hendrina Power Station needs to be handed in
- The time that the drone will be operational will vary between 18:00 and 06:00, times must be randomly changed to keep the element of surprise but also keep in mind the times when crime is been committed or as requested as determined by the risk and the Security Managers discretion
- Photos from the drone operations must be made available via email or WhatsApp for monitoring and reaction purposes to selected security members and the drone team

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Must comprise of a 2-man team, one pilot and an Assistant, all team members must have a valid Grade C PSIRA Certificate and National Key point Training.
- A double cab vehicle conforming to Eskom vehicle specifications must be used
- Night-time fast and efficient response to alarms and panic buttons at critical infrastructures and identified/listed hotspots.
- Night-time detection of suspicious movements of people and vehicles with accurate details (exact location, number of people/vehicles, direction of movement) without being noticed.
- Night-time patrolling surface hovering on the client operational sites at night/daytime
- Night support and guide of ground forces on general patrols, alarm response and effect arrests and or recovery.
- Special events monitoring (protest and crowd management) Weekly report
- Any other request pertaining security needs at any time (when human being safety can't be an option) must be able to fly at a range up to 15km single trip drones must be able to record trips and incidents each footage must be submitted to security manager.
- All crime activities in progress must be reported to main security control room (013 296 3091), Eskom supervisor on duty and be able to respond.
- Footages should not be shared with external parties
- The Drone Operators must be able to communicate with main control room using two-way radio and cell phone/telephone system.
- The drones must be able to monitor at night using thermal and infrared technology.
- Video reports of incidents to be provided to the security management after every incident
- Night support and guide of ground forces to effect arrest or make recoveries. Service provider shall be available onsite for night shift from 18:00 to 06:00 and be on standby during the day (with drones, 4x4 vehicle, 2-way radio). Maximum flying time at night is estimated to be 5 to 8 hours maximum flying during the day (stay on/call out service) 1 to 8 hours)

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

7.2.1 General

7.2.1.1 RPAS vendor must be:

- a) Empowered company with a Level 1 BBEE
- b) Locality will be an added advantage.
- c) More than 2 years' experience within the aerial surveillance monitoring space
- d) Must have a valid UASLA license which must comply to the following criteria:
- e) Approved for R-VLOS, VLOS and B_VLOS for security operations (maximum distance from RPS equal 15 kilometres).
- f) Operations within controlled air space.
- g) Operations within restricted airspace which includes night operations.
- h) Operations within prohibited air space.
- i) Use of public road for place of take-off and landing.
- j) Operations with 10 kilometres radius of an aerodrome.
- k) Operation adjacent or above a nuclear plant, prison, police station, crime scene, court of law or any national key point or strategic installation.
- l) Operation overhead any person or group of people within a lateral distance of 50 meter.
- m) Operations over public roads or along the length of a public road or at a lateral distance less than of 50 meters from a public road.
- n) UASLA to be approved for inclement weather. RPAS vendor must be experienced in both day/night security surveillance.
- o) Personnel with a criminal record or addictive to narcotic substances will not be allowed to work at client site.
- p) RPAS vendor must be registered with PSIRA (Private Security Industry Regulated Authority). PSIRA registration must be in place before any flying operations can be conducted on site.
- q) All RPAS Pilots should have a valid Grade C PSIRA Certificate.
- r) The aircraft used for this task must have endurance capabilities of not less than 1 hour's flight time and capable of flying in wind conditions of up to 12m/s.
- s) RPAS vendors must have a maintenance facility with licensed RMT personnel to successfully service and maintain RPAS crafts as per SACAA

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

regulation.

7.2.2 Proposed Manpower and Vehicle Requirements.

1 x Registered Drone pilot with valid Licence and PSIRA registered Grade C (Armed/NKP)
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Mon to Sunday 06:00 to 18:00 and 18:00 to 06:00

1 x Registered Assistant Drone pilot with valid Licence only requires 1 x VLOS and PSIRA registered Grade C (Armed/NKP)

Mon to Sunday 06:00 to 18:00 and 18:00 to 06:00

1 x Drone vehicle - 4x4 Double cab (5 000km/vehicle) (5 000 km/month x 60)
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7.3 Body cameras

Body cameras (HD Video Recording, visual video and audio. Water resistance and dust resistance body cameras with docking systems) supplied by contractor to each on duty security officer to be carried on their person for the duration of shift duties as per assigned access control, static guarding, patrol & alarm response duties. These cameras must always be 100% functional & available. Cameras & docking stations must have video download integration through software (DEMS) to securely transfer and manage the footage through a Secure cloud-based video management system.

7.4 Guard Monitoring System

Hand-held device offering real-time personnel monitoring User-friendly, tamper-proof, and waterproof to withstand conditions of labour-intensive industries RFID, GPS and GSM-enabled Built-in panic and distress functions Support via a live web interface and 24-hour Eskom Security Control room monitoring. Daily reports to be available to Eskom Security Management.

7.5 Electronic Occurrence Book software and PC

An integrated application uses it to capture and manage occurrence information in

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

any environment where manual occurrence books would ordinarily be used. It must have Response logging capabilities to incidents recorded. Essential details such as the date and time as well as the controller's name must be automatically recorded. In this regard. Management reports must be able to be generated. Occurrence statuses must be able to be monitored to identify occurrences that have not been completed in accordance with the prescribed procedures. The Occurrence Book must be able to automatically inform you when various occurrences occur. Depending on the severity of the occurrence being loaded, electronic notifications via e-mail or SMS can be sent to a predefined list of users. Storage can be on a local PC or on a secure cloud-based server. An entry-level PC for routine use should have at least an Intel Core i3/i5 or an equivalent AMD processor, 8 GB of RAM, a 500 GB SSD for fast storage, and a 64-bit operating system, Windows 11 licenced.

7.6 Mobile Cameras

The company will be required to provide Twenty (20) x mobile surveillance cameras units 4k resolution able to record short video motion detection min of 5 seconds with Sim card, SD card, Solar battery and AC power capability with cloud storage of up to 3 months, Motion detection alarm viewing and downloading capability (20 units). These cameras must be able to be monitored live from the Hendrina Eskom Security control room or approved Eskom control room. User permissions must also be able to be assigned to these cameras. Sim cards with uncapped data to be included and maintained for the duration of the contract.

7.7 Dual Sim 2-way radios with auto switching between networks

The company must supply 50 x 2-way radios and 5 x vehicle 2-way radio units

The radios must have GPS tracking capabilities

A despatch station with software where Eskom Protective Services will control the network. Capable of tracking the radio, showing speed travelled, distance and time.

Capability of setting up different groups

Capability of making private calls by choosing the radio ID in a private group space and automatically return to the original group.

2 different network Sim cards with must be installed in the Phone (MTN and Vodacom)

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

Sim costs must be paid by the supplier for the duration of the contract with sufficient airtime and data which ever is required.

7.8 Control Room Upgrade

- 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.

Note: The requirements outlined in this document form part of the baseline and do not preclude the service provider from proposing alternative solutions, provided such alternatives meet or exceed the intent, performance, and safety objectives and expectations of the Eskom standards.

7.9 Technology and Data Ownership.

- **Ownership of Installed Technology:** All technology (e.g., surveillance cameras, access control systems, alarms, GPS tracking devices, etc.) installed by the contractor during the period will remain the property of Eskom upon contract expiry or early termination.
- **Data Ownership and Access:** All data collected (e.g., surveillance footage, access logs, incident reports) during the contract period will be the sole property of Eskom. The contractor must provide Eskom with unrestricted access to this data. The Security Manager or Risk & Assurance Manager will be the only people who can decide who will receive the information from Security Systems.
- **Data Storage and Security:** The contractor must store all data securely in compliance with the Protection of Personal Information Act (POPIA) and other relevant legislation. Data must be encrypted and stored on servers located within South Africa unless otherwise approved by Eskom.
- **Data Handover:** Upon contract expiry or termination, the contractor must provide Eskom with all data in a usable format (e.g., digital files, cloud access) and ensure no data is retained or deleted without Eskom's written consent.

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- **Monitoring Access:** Eskom must be provided with a secure link to monitor all surveillance and access control systems in real-time. The contractor must ensure the link is operational 24/7 and accessible to authorised Eskom personnel.
- **Third-Party Control Centre Access:** Eskom must have the right to visit the contractor's or third-party control centre at any time, without prior notice, to inspect operations, verify compliance, and ensure data integrity.
- **Licences and Data fees:** The contractor shall be responsible for ensuring that all license and Data fees for installed systems, equipment, and technologies are paid and maintained throughout the contract period, with ownership and responsibility transferring to Eskom upon contract expiry or termination.
- **Information Security Incidents (Cyber-Physical & Data Protection):** all breaches or attempted breaches need to be reported to Eskom Security Investigations Department so that a full investigation can be done to ensure data recovery and protection.

7.10 Key Considerations

- **Maintenance Costs:** These are recurring and should be budgeted annually.
- **Replacement Costs:** These depend on the lifespan of existing equipment and should be planned for as systems age or fail.
- **New Technology Costs:** These are one-time or periodic costs for upgrading or adding new systems.

8. Training and Knowledge Transfer Requirements

Comprehensive training programs must be developed and delivered to ensure that Eskom personnel can effectively operate, monitor, and maintain the implemented security systems. Training requirements include initial operator certification, ongoing skills development, and emergency response procedures.

Knowledge transfer obligations extend beyond basic system operation to include maintenance procedures, troubleshooting methodologies, and system administration capabilities that enable Eskom to assume greater operational responsibility over time while maintaining vendor support for complex technical requirements.

Training of (8) eight Eskom Security personnel to become fully licenced drone pilots within a 2 - 4-year period.

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

9. Additional duties as and when required.

- The Security Contractors' duties are not limited to the above but shall include any other lawful security activities that Eskom may introduce to enhance security in the Operating environment, in line with the security services outlined here above and such activities shall be communicated to the Contractor in writing. The service may include but not limited to
- Managing access to people in possession of authorized access permits including permanent, day visitor and temporary permits.
- Control and prevention of illegal substances entering the Eskom Premises or personnel under the influence of any illegal substances at the gate and inside the station.
- Security shall be posted at identified Eskom access/egress gates or points like Turnstiles, Reception area, Main gate, Coal gate, South gate and conduct 100% percent searching of people, Visitors, Vehicles, bags, trucks, and any other suspicious activities inside or around the Hendrina Power Station NKP 24/7.
- Security posted at all access/egress points shall request all passengers and drivers inside the vehicles to alight before they can be searched while accessing or egressing the points or the power station.
- Traffic and pedestrian control during rush hours

10. Service Information

10.1 The employer will provide the following:

The contractor with the following free of charge and in accordance with the Work and things for the works supplied by the employer:

Potable, raw water, electrical power, and compressed air at existing terminations and at the currently installed specifications.

Sanitation facilities, rubbish collection and firefighting service

First aid and medical assistance at a cost to the contractor

The cost structure can be obtained from the Medical Centre.

Scrap bins for general scrap material will be provided by and emptied by the employer.

Access to prearranged storage areas and facilities for material and components to be installed, material and components to be re-used and material and components to be stored.

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Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

- Title to Site materials

The contractor will have no title to any material being scrapped in the process of the execution of the works.

General Information, requirements, and procedures applicable to works.
- Accommodation

The provision of accommodation for Contractor's personnel is the responsibility of the Contractor.
- Catering Facilities

There is a catering facility on site which the contractor may make use of.
- Toilet Facilities

The Employer provides the Contractor access to toilet facilities on site.
- Medical Facilities

The Contractor provides a First Aid service to his employees and subcontractor. In the case where these prove to be inadequate, like in the event of a severe injury, the Employer's Medical Centre and facilities are available.

Beyond the Employer's office hours, the Employer's First Aid Services are only available for serious injuries and life-threatening situations.
- Refuse Disposal

The Employer provides special color-coded bins for refuse disposal. The Employer empties these bins.

The Contractor ensures that all workers under his control strictly adhere to the correct use of refuse bins:

For the full duration of the works, the Contractor is responsible to keep the work area clean of any rubble, and to place all refuse into the bins provided.
- Drinking Water

It should be noted that the provision of potable water by Eskom to a site where water is not available is a legal obligation and therefore mandatory.
- Ablution Facility (portable Toilet)

This requirement is also a legal obligation and mandatory for Eskom to ensure it is provided to the security service provider.

11. Drawings

Drawing and maps of the high-risk areas will be available if needed.

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

12. Maintenance

➤ Risk:

The Contractor will provide the Employer with a comprehensive risk analysis for the complete operation prior to the contract start date.

➤ Other Requirements:

The Contractor shall conduct a quarterly independent audit, keep the records and report the findings to the Service Manager.

The Contract shall conduct monthly internal audits, keep the record and report the outcomes to the Service Manager.

13. Security Service costing.

The PSIRA guidelines for the costing of security services shall be used to determine the fees payable to security service providers for the employment of security guards Security companies shall pay security guard at least the minimum wage specified on the Sectorial Determination for **Area 2** of the Private Security Sector, South Africa. All security guards must be registered with the Department of Labour: UIF, COID and Provident fund.

14. Key Performance Indicators:

Area	Indicator	Weight
Legal requirements	<p>PSIRA Requirements</p> <ul style="list-style-type: none"> • All Security personnel PSIRA certificates and cards valid and available, cards to be carried daily by Security officers • PSIRA levies Act compliance • All Security personnel listed under the company's name • All other requirements as per SLA <p>Firearm Control Act Compliance</p>	20%

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

	<ul style="list-style-type: none"> • Firearm competencies valid • All registers & permits correctly completed • Appointments in place • All other requirements as per SLA <p>NKP Requirements</p> <ul style="list-style-type: none"> • Company registered with NKP at Hendrina Power Station • All Security issued with NKP Certificate • All other requirements as per SLA <p>SHEQ Requirements</p> <ul style="list-style-type: none"> • Safety file check sheet • SMAT/ Near Miss reporting • Audit specific check sheets 	
Training	<p>NKP refresher training 50 periods within the space of one (1) year annually, Certificates. Proof that the company and instructors providing the service is NKP registered.</p> <p>Other Contractual training requirements</p> <p>Firearm training Reg 21 within the space of one (1) year annually, certificates and proof of</p> <p>PSIRA training</p>	15%
Crime reduction or recoveries	<p>Crime statistics according to Hendrina KPI</p> <p>Intelligence brought and the positiveness of intelligence</p> <p>< 4 per quarter</p>	25%
Sufficient personnel and relieves	<p>No of short postings and overtime worked</p> <p>> 10 per month</p>	10%

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

	Compliance with the Labour relations & PSiRA Act	
Equipment serviceable	Equipment sufficient and serviceable Inspections and faults found reports/notifications	10%
Response to Incidents	Time taken to react Outside posts > 20 Min Inside NKP > 1 to 3 Min depending on location	10%
Audit findings	No of Audit findings, early warnings and NCR's > 4 per quarter	10%

15. Schedule of Deficiencies and Penalties

The main supplier must ensure the service partner implements corrective actions or terminate their contract if they are non-compliant on the 3rd breach where applicable below.

	Deficiency	Penalty
1.	Security officer (SO) or K9 (Dog) not posted on duty as agreed upon. (Short posting)	<p>1st Breach One shift cost deduction per short posting If short posting is more than ... per shift Issue written Warning letter to Contractor.</p> <p>2nd Breach Continuous short posting for more than Days / month a notice of non-compliance will be issued, and an action Plan is required.</p> <p>3rd Breach Continuous short posting for more than Months after action plan was received notice to terminate the contract will be issued</p>
2.	SO intoxicated/ or under the influence of liquor or drugs.	1st Breach Further access to site denied, One shift cost deduction
3.	Refusal by SO to comply with lawful instruction.	Deal with in accordance with Companies Disciplinary procedure, outcome submitted to SM One shift cost deduction

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

4.	Sleeping on duty.	Deal with in accordance with Companies Disciplinary procedure, outcome submitted to SM One shift cost deduction
5.	Desertion of post by SO	Deal with in accordance with Companies Disciplinary procedure, outcome submitted to SM One shift cost deduction
8.	Guard(s) not equipped with required specified equipment or non-functioning equipment. These include but not limited to: Bullet-proof vests (L3 SA MIX SABS)/ containing inner soft protection and rifle plates. Torch Radio/Contract Mobile phone Panic button linked to an independent armed response company. Uniforms/Name tags / PSIRA Cards Safety and (PPE) equipment	1st Breach Verbal warning, corrective action within 48 hours. 2nd Breach Issue written Warning letter to Contractor. Improvement plan needs to be submitted. 3rd Breach A notice of non-compliance will be issued, and an action Plan is required. 4th Breach A final written NOTIFICATION OF DEFAULT if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract.
10.	Negligent discharge	1st Breach A joint investigation will be conducted. Due to the seriousness of the Incident a notice of non-compliance will be issued. Action plan and retraining required. 2nd Breach A final written NOTIFICATION OF DEFAULT if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract.
11.	Non-compliance with regards to patrol clocking	1st Breach to be dealt with in accordance with the Companies Disciplinary procedure, outcome submitted to SM One shift cost deduction. 2nd Breach Issue written Warning letter to Contractor. Improvement plan needs to be submitted.

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

		<p>3rd Breach A notice of non-compliance will be issued, and an action Plan is required.</p> <p>4th Breach A final written NOTIFICATION OF DEFAULT if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract.</p>
13.	Non submission of vehicle tracking reports	<p>1st Breach Non-payments of 10% of the total services (i.e. the cost for the SOs, vehicle) and Issue written. Warning to Contractor</p> <p>2nd Breach A notice of non-compliance will be issued, and an action Plan is required.</p> <p>3rd Breach A final written NOTIFICATION OF DEFAULT if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract.</p>
16.	Unavailability of patrol/escorting/TRT teams on call out notification to Eskom Security Contract Manager/Supervisor/ Safety Officer	<p>1st Breach Issue written Warning to Contractor</p> <p>2nd Breach A notice of non-compliance will be issued, and an action Plan is required.</p> <p>3rd Breach A final written NOTIFICATION OF DEFAULT if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract.</p>
17.	Staff not being paid by service provider, which compromises the quality and effectiveness of the provided service to Eskom	<p>1st Breach If a company is found not to have paid staff accordingly and not notified Eskom in advance. This is considered unfair labour practice, and First notice of non-compliance will be issued.</p> <p>2nd Breach: Second written notice of non-compliance.</p> <p>3rd Breach: A final written NOTIFICATION OF DEFAULT if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract.</p>

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

	Compliance to Regulatory and Legislative Requirements	<p>1st Breach Formal written warning, immediate corrective action.</p> <p>2nd Breach: Financial penalty (20% of contract value), independent audit.</p> <p>3rd Breach: A final written NOTIFICATION OF DEFAULT if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract.</p>
6.	Incidents Relating to Security Incidents Detected, Recorded, and Correct Response Rendered, Loss or Damage of Property (Sites with minimal impact)	<p>1st Breach A joint investigation will be conducted. Decision on liability will be determined by such an investigation. If there is evidence of negligence, the Service Provider will be held liable for 20% value of the losses. Issue written Warning letter to Contractor mandatory retraining.</p> <p>2nd Breach: Financial penalty (5% of contract value), independent review.</p> <p>3rd Breach: Financial penalty (5% of contract value), independent review.</p> <p>4th Breach: A final written NOTIFICATION OF DEFAULT if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract. all losses.</p>
	Incidents Relating to Security Incidents Detected, Recorded, and Correct Response Rendered, Loss or Damage of Property (High Risk Areas with High Impact)	<p>1st Breach A joint investigation will be conducted. Decision on liability will be determined by such an investigation. If there is evidence of negligence, the Service Provider will be held liable for 5% value of the losses. Issue written Warning letter to Contractor mandatory retraining.</p> <p>2nd Breach: Financial penalty 15% value of the losses. independent review.</p> <p>3rd Breach: A final written NOTIFICATION OF DEFAULT if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract. all losses.</p>

CONTROLLED DISCLOSURE

Request for Proposal for the Provision of Physical Security, TRT Response, Aerial Surveillance and Technology Solutions for a period of 5 years at Generation Hendrina Power Station, National Key Point (NKP).

	Customer Satisfaction (≥ 85% Satisfaction).	<p>1st Breach Verbal warning, target achieved by next evaluation.</p> <p>2nd Breach Issue written Warning letter to Contractor. Improvement plan needs to be submitted.</p> <p>3rd Breach A notice of non-compliance will be issued, and an action Plan is required.</p> <p>4th Breach A final written NOTIFICATION OF DEFAULT if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract.</p>
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CONTROLLED DISCLOSURE