	Request for Information (RFI) Template	Document Identifier	559-333907402	Rev	1	
		Effective Date	March 2025			
		Review Date	March 2028			
		RFI Number	E3060NTCSAMWP			


PART A REQUEST FOR INFORMATION (RFI)			
Description of the works/goods/services	The provision of Outcome-Based Security Solutions (Guarding and Security Technology, security escort) for North East Grid Substations Lines and Servitudes		
Tender number	E3181NTCSAMWP		
Issue Date	03 July 2026		
Deadline for submission	04 August 2026	At (South African Standard Time)	10:00am
RFI are to be submitted electronically via Eskom E- tendering site by the stipulated closing date and time.	Please note it is the responsibility of the supplier to ensure that the tender submission is submitted before the closing time.		
Electronic Submission of RFI	<p>The tenderer must upload the tender via NTCSA Tender bulletin site on the Eskom E- tendering page.</p> <p>All documents need to be submitted in a PDF and Excel format (The limit is 50MB per file and total submission of 900MB per submissions).</p> <p>No Zip/condense files can be uploaded No hard copy will be accepted</p> <p>If for some reason you resubmit your EOI, then the latest version of the EOI submitted will only be accepted and all previous submission/s will be null and void.</p> <p>Please ensure that the submission status is indicated as complete.</p> <p>Supplier Help Manual guide and video can be found on Eskom E-Tendering page</p>		
E-tendering Help Manual for supplier	Attached		

National Transmission Company South Africa SOC Ltd (“NTCSA”) invites you to submit an:

Request for information (RFI) This RFI is a non-binding market research exercise to inform Eskom’s strategy for enhancing security at NTCSA North East Grid substations ,power stations and power lines facilities. It does not constitute a tender, pre-qualification, or commitment to procure. Any future procurement will follow a competitive bidding process compliant with Eskom’s Supply Chain Management

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(SCM) Policy. The OBC (Outcome-Based Security Solutions) model requires the suppliers to make the full capital investment for all security technology, infrastructure, and control room setup, with costs recovered over a 60-month (five-year) period, subject to the achievement of predefined Key Performance Indicators (KPIs). The respondent must provide ongoing maintenance, armed response, and 24/7 monitoring services in compliance with Eskom’s security standards and the Protection of Personal Information Act (POPIA). All newly installed systems must include a 60-month warranty, covering hardware, software, and support, ensuring uninterrupted functionality throughout the contract term.

This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform and assist NTCSA’s further deliberation and development of a strategy for the provision of Outcome-Based Security Solutions (Guarding and Security Technology, security escort) for North East Grid Substations Lines and Servitudes. NTCSA may request indicative prices if so stated in this RFI.

1. INTRODUCTION


The National Transmission Company of South Africa (NTCSA) invites qualified and experienced security service providers to submit proposals for the provision of Outcome Based Contracts (OBC) for integrated security services at the following critical infrastructure sites:

North East Grid Substations and Lines and Servitudes and designated National Key Point (NKP) buildings

	Substation/Lines/PowerStation’s/Projects	Location
	SUBSTATIONS	
1.	Sol Substation (NKP)	South CLN
2.	Alpha Substation	South CLN
3.	Zeus Substation	South CLN
4.	Normandie Substation	South CLN
5.	Vunumoya	South CLN
6.	Wonderkrag Substation	South CLN (under construction-new built)
7.	Kruispunt Substation	Witbank CLN
8.	Vulcan Substation	Witbank CLN
9.	Emkhiweni Substation	Middelburg CLN (under construction-new built)
10.	Rockdale Substation	Middelburg CLN
11.	Prairie Substation	Lowveld CLN
12.	Komatipoort Substation	Lowveld CLN
13.	Gumeni Substation	Lowveld CLN
14.	Khanyazwe Substation	Lowveld CLN

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15.	Barberton Substation	Lowveld CLN
16.	Marathon Substation	Lowveld CLN
17.	Simplon Substation	Lowveld CLN
18.	Acornhoek Substation	Lowveld CLN
	POWER STATIONS	
1	Komati Power Station	
2	Kendal Power Station	
3	Camden Power Station	
4	Tutuka Power Station	
5	Majuba Power Station	
6	Kriel Power Station	
7	Matla Power Station	
8	Kusile Power Station	
9	Arnot Power Station	
10	Hendrina Power Station	
11	Duvha Power Station	
12	Grootvlei Power Station	
13	All north east grid towers and lines emergencies and projects	
14	Newly built lines and substations	
15	Eskom Park NTCSA Offices and Workshops	

These sites are of strategic importance to South Africa's national electricity grid, with the SOL Substation designated as a National Key Point


The tender seeks to enhance security outcomes through a turnkey solution that integrates advanced technology, physical guarding, and measurable performance metrics.

The contract will be governed by Eskom's Outcome-Based Contracting model (559-348635181), which shifts focus from traditional input-based services to value driven, performance-based delivery. Focusing on measurable security outcomes rather than prescriptive inputs such as number of guards or technologies deployed

- Timely detection of unauthorised access
- Rapid armed response to verified threats
- Reduction in asset loss and service interruptions
- Full compliance with MPSS, PSIRA, CIP Act

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- Continuous improvement through innovation

This contract will span 60 months, with all installed equipment and systems becoming the property of NTCSA upon installation. The service provider will be held fully accountable for all subcontractors and third-party vendors, with strict consequence management protocols in place for non-performance.

The overarching goal is to protect NTCSA’s personnel, assets, information, and operations against evolving threats such as cable theft, vandalism, land invasion, and sabotage, while ensuring operational resilience and stakeholder confidence.

2. REQUEST FOR INFORMATION (RFI)

The intent of this RFI is strictly an information-gathering and market-testing exercise.

The National Transmission Company of South Africa (NTCSA), North East Grid requesting information from qualified and experienced security service providers to provide comprehensive, integrated security solutions for its critical electricity infrastructure located at North East Grid Substations and Lines and Servitudes. These sites include both National Key Point (NKP) and non-critical facilities, requiring tailored security interventions aligned to their respective risk profiles

The RFI is for the purpose of gathering information on the design and implement a turnkey security solution that incorporates advanced technology, physical guarding, maintenance, support and measurable performance outcome. The information must be structured around the defined risk levels applicable to each site within Mpumalanga ensuring that protection measures are proportionate, responsive, and compliant with NTCSA’s operational standards and legislative obligations

3. SCOPE OF WOR

3.1 Facilities Covered

- Substations
- Power lines & tower member
- Power stations


3.2 Security Requirements

Respondents must address:

- **Perimeter hardening** (Anti-intrusion systems)
- **Lighting & visibility** (energy-efficient solutions)
- **Technology integration** (CCTV, AI surveillance, access control, vibration sensors, drone monitoring)
- **Control room design** (centralised command centre with real-time analytics)
- **Security escort**

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3.3. Key Risks (Non-Exhaustive)

Risk Area	Current Status
Perimeter Fencing	Mixed (rusted diamond mesh, intact palisade)
Lighting	Partial coverage, uneven effectiveness
CCTV & Access Control	Non-functional or absent

4. RFI Objectives

Identify **cost-effective, technology-driven solutions** to reduce reliance on physical guarding.

5. Submission Requirements

5.1 Mandatory Compliance

- **PSIRA registration.**
- Administrative requirements

5.2 Response Structure

- **Technical Value Proposal** (max 15 pages):
 - Methodology, innovation, and scalability.
 - Control room design/refurbishment plan.
- **Pricing Model** (high-level, non-binding estimates).

5.3 Confidentiality

- Respondents **must not submit confidential information**

6. Legal & Procurement Compliance

- Eskom reserves the right to **amend or cancel** this RFI per **National Treasury SCM Instruction Note 3 of 2023.**

6.1 Transparency


- All clarifications will be published on NTCSA Tender Bulletin and National Treasury e-tender portal.
- No respondent will gain **unfair advantage** in future bids.

6.2 Liability

- Respondents bear all costs associated with submissions.
- Eskom is **not liable** for any reliance on RFI outcomes.

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NTCSA has delegated the responsibility for this RFI to the signatory of this document, whose details can be found below.

We look forward to receipt of your response.

Yours faithfully

Name	Designation	Signature	Date
Vukosi Maluleke	Manager Procurement		03/07/2026
Telephone number		Fax and/or e-mail address	MaluleV@ntcsa.co.za

PART B RESPONSE SHEET IN TERMS OF REQUEST FOR INFORMATION			
To		Date	
Attention			
Tel no		Fax no and /or e-mail address	
From		Address	
Address			
Sender			
Description of the works/goods/services	The provision of Outcome-Based Security Solutions (Guarding and Security Technology, security escort) for North East Grid Substations Lines and Servitudes		


Please find below our response to NTCSA's questions:

YOU CAN PROVIDE RESPONSES IN A FORM OF A DOCUMENT AND ANNEXURES SEPARATELY; HOWEVER, THE RESPONSES MUST ADDRESS THE QUESTIONS BELOW. YOU CAN ALSO PROVIDE ADDITIONAL INFORMATION THAT MAY BE PERTINENT IN THIS REGARD.

No.	Question	Please indicate your response in this column
1.	Your contact name	

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2	Contact details	
3	Company registration number	
4	<p>Provide an overview of your organization, including its history, size, and core competencies.</p> <p>Demonstrate relevant experience in delivering similar services, particularly in high-security or critical infrastructure environments.</p> <p>Include examples of past projects (if any), highlighting success stories and measurable outcomes</p>	
5.	Brief description of previous experience (if any and provide references) or Description of the solution that you can offer.	
6.	<p>Technical Capability</p> <p>Describe your technical approach to delivering the required services, including any innovative methodologies or technologies you propose to use.</p> <p>Provide details on your ability to meet Eskom's specific requirements, such as incident management, regulatory compliance, and technology availability</p>	Technical Value Proposal: Max 15 pages
7.	<p>Compliance and Certifications</p> <p>List all relevant certifications, licenses, and accreditations (e.g., PSIRA, FCA, NKP, etc.). Confirm your ability to comply with all regulatory and legislative requirements outlined in the RFI.</p>	
8	<p>Value Proposition</p> <p>Clearly articulate the unique value your organisation brings to Eskom, including innovation, and reliability. Highlight any competitive advantages, such as advanced technology, skilled personnel, or proven track record in similar projects.</p>	
9	Proposed Team and Resources:	

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	<p>Provide details of the team that will be assigned to the project, including their qualifications, experience, and roles.</p> <p>Describe the resources (e.g., technology, equipment, and infrastructure) you will deploy to ensure successful service delivery.</p>	
10	<p>Risk Management and Contingency Planning:</p> <p>Outline your approach to identifying, mitigating, and managing risks associated with the project.</p> <p>Provide examples of contingency plans you have implemented or can implement to ensure continuity of service.</p>	
11	Indicative prices	High-level, Non-binding estimates
12	Provide the specification of the equipment and infrastructure to be installed.	

Yours faithfully

Name	Designation	Signature	Date
Telephone number		Fax and/or e-mail address	

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