

RFP UJ 06/2025: PROVISION OF SOCMINT (SOCIAL MEDIA INTELLIGENCE) AND OPEN-SOURCE INTELLIGENCE (OSINT) TO THE UJ PROTECTION SERVICES FOR A PERIOD OF THREE YEARS

1. SCOPE OF WORK

The Scope of Work for the project for RFP UJ 06/2025: Provision of SOCMINT (Social media intelligence) and Open-source intelligence (OSINT) to the UJ Protection Services for a Period of Three Years involves the following: The successful Bidder must guarantee that solutions proposed and implemented by the successful Bidder can be maintained and supported for a period of not less than three (3) years.

3.1 Services.

The envisaged services need to, among others, have an ability to:

- 3.1.1 Provide daily, monthly, and quarterly reports relating to the risks that the university may be exposed to.
- 3.1.2 The risk reports should relate to the following, among others:
 - 3.1.2.1 Crime in Gauteng Region.
 - 3.1.2.2 Water shortages in Gauteng Region.
 - 3.1.2.3 Social disorganization (protest action/marches/pickets and social/political unrests).
 - 3.1.2.4 Power outages Gauteng Region.
 - 3.1.2.5 All matters affecting the Higher Education Sectors.
- 3.1.3 SOCMINT/OSINT capability to proactively identify matters of concern, which may have a detrimental impact on the University of Johannesburg's operations.
- 3.1.4 Provide travel risk reports as per request to ensure safe student and staff tours in and outside the country.
- 3.1.5 Detect criminal trends or threats to the academic program early enough to enable PS to implement effective mitigation or security strategies.
- 3.1.6 Provide 3 Mobile application users for travel risk alerts.
- 3.1.7 Provide 2 in-depth background checks reports per months when requested.

3.2 Service Coverage Hours

- 3.2.1 The successful Bidders shall be available for engagement by UJ on twenty-four (24) hours, seven (7) days a week, three hundred and sixty-five (365) days a year basis.

3.3 Turnaround times

- 3.3.1 The successful Bidders will provide PS with risk reports immediately the risk is identified. Failure to adhere to the aforesaid response and resolution turnaround times shall constitute a Performance Failure for which UJ shall be entitled to levy a financial penalty.
- 3.3.2 Reports to be provided within the following timeframes:
 - 3.3.2.1 Weekly reports (sent to the client every Wednesday)
 - 3.3.2.2 Monthly reports (sent to the client by the 7th of each month)
 - 3.3.2.3 Quarterly reports (sent to the client by the 7th day into the following quarter)
 - 3.3.2.4 Mid-year reports (sent to the client by the 10th day into the following half year)
 - 3.3.2.5 Annual reports (sent to the client by the 15th day of the following year).