



**Scope of Work for Transmission Real Estate
Security Services**

Transmission

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Transmission Real Estate
Security Services**

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	Scope of Work for Transmission Real Estate Security Services	Transmission
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TABLE OF CONTENTS**PAGE**

REVISION CONTROL	2
TABLE OF CONTENTS	3
1. INTRODUCTION.....	5
2. BACKGROUND	5
3. MODUS OPERANDI	5
4. SECURITY SERVICES THAT ARE REQUIRED.....	5
5. SUPPORTING CLAUSES.....	6
5.1. SCOPE	6
6. PURPOSE	6
6.1. DEFINITIONS.....	6
6.2. ABBREVIATIONS.....	6
7. TECHNICAL REQUIREMENTS.....	6
7.1. FUNCTIONAL REQUIREMENTS.....	6
7.2. TACTICAL RESPONSE REQUIREMENTS	7
7.3. TACTICAL RESPONSE	7
7.4. TACTICAL RESPONSE SERVICES.....	7
7.5. REQUIREMENTS FOR TACTICAL OFFICERS	8
7.5.1. TACTICAL RESPONSE OFFICERS EQUIPMENT'S	10
7.6. ARMED ESCORTING	10
7.7. SECURITY SUPERVISOR.....	11
SECURITY BREACHES AND INCIDENTS	13
8. STANDARD OPERATING PROCEDURE ON TRE SITES	13
8.1. SHIFT RELIEF/ HAND OVER PROCEDURE	13
8.2. SECURITY REGISTERS	14
8.3. COMMUNICATION STRATEGY	14
8.4. SUPPLIER EXPECTATIONS	15
8.5. ADDITIONAL REQUIREMENTS FOR ARMED RESPONSE	16
8.6. VEHICLE REQUIREMENTS	17
8.7. SECURITY BREACHES AND INCIDENTS.....	17
8.8. COMMUNICATION STRATEGY	17
8.9. RESPONSE TO EMERGENCIES.....	17
8.10. TIME SHEETS.....	18
8.11. SKILLS/COMPETENCIES CONTRACTOR'S OFFICERS	18

8.12.	PENALTIES	18
8.13.	STAFFING AND ASSOCIATED PENALTIES.....	18
9.	STANDARDS APPLICABLE TO THIS SCOPE OF WORK.....	19
10.	TECHNICAL EVALUATION CRITERIA.....	19
11.	DEVELOPMENT TEAM.....	25
12.	ACKNOWLEDGEMENTS	25

	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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1. INTRODUCTION

Transmission Real Estate Servitude & Land Management (TRESLM) is responsible for managing the upkeep of Transmission buildings, office parks, warehouses, vacant land & servitudes. In light of the recent threats of land invasion at multiple Eskom New Build Sites across the country, it is prudent that Transmission (Tx) have the necessary security contingencies in place to deploy Tactical Officers or technology as and when to mitigate any eventualities that may arise. This security contingency must be able to be deployed within a 24 hours' time frame to mitigate any security threats at Tx sites.

2. BACKGROUND

Eskom Transmission is experiencing an increase in serious and violent crimes including property intrusion crimes directed to its essential infrastructure (installations and property). Due to remoteness and vulnerability of some of the Transmission Real Estate property; there is a need to strengthen security services by implementing armed guarding, tactical security services including tactical response and Security Business Intelligence Gathering. This contract will have a National Footprint servicing all Transmission Real Estate sites and servitudes on an as and when bases as soon as there is a manifestation of any security threats.

3. MODUS OPERANDI

Transmission office buildings and vacant property assets are susceptible to a host of security threats. These threats are perpetrated by criminal gangs, organised crime syndicates, opportunistic criminals, and the insider threat. In some cases, we may find a collusion of both the insider and outsider criminals. The following modus operandi must be taken into consideration when protecting Tx sites.

- **Forced entry:** criminals may break windows, bust through doors, or use tools to force their way into buildings or offices.
- **Social engineering attacks:** criminals may pose as delivery couriers or repair personnel to gain access to buildings or office areas. They may also trick employees into giving them access to restricted areas.
- **Hacking:** criminals may attempt to gain access to computer systems or networks within the office park to steal or manipulate data.
- **Theft:** criminals may target valuable assets, cash, or sensitive information stored in offices.
- **Identity theft:** criminals may steal or copy personal information from employees to commit identity theft or other fraudulent activities.
- **Violent attacks:** large criminals' gangs may enter a site by forceful means and rob employees for laptops, cash, vehicles, and other valuables. In many of these incidents firearms and dangerous weapons are used.
- **Protest Actions & Strikes:** Community members often target Eskom sites to vent their frustrations with poor service delivery.
- **Land Invasion:** Vacant land are often targeted by community members and often results in long drawn-out legal battles.

4. SECURITY SERVICES THAT ARE REQUIRED

- Protecting people and property

- Responding to emergencies
- Working with law enforcement
- Guarding and patrols of the affected TRE sites
- Escort Services for TRE Employees
- Security Business Intelligence gathering by detecting and deterring threats
- Crime prevention and Visibility Patrols
- Conducting investigations (Preliminary Reports)
- Arrest (case Follow up)
- Liaison with stakeholders (prosecutors, SAPS, farmers, scrap dealers)
- Attend Stakeholder meetings.

5. SUPPORTING CLAUSES

5.1. Scope

This Scope of Work document specifies the technical requirements for the Security service required for Tx sites. This is an as and when contract and the service provider will need to deploy within a 24-hour basis.

6. PURPOSE

The purpose of this document is to define the technical requirements as well as the technical evaluation criteria for reputable service providers.

6.1. Definitions

None

6.2. Abbreviations

Definition	Description
OB	Occurrence book
TO	Tactical Officers
RV	Reaction Vehicles
OHSACT	Occupational Health and Safety Act
PSIRA	Private Security Industry Regulatory Authority
SARS	South African Revenue Services
COID	Compensation for Occupational Injuries on Duty
GPS	Geographic Positioning System
SASSETA	Safety and Security Sector Education and Training Authority

7. TECHNICAL REQUIREMENTS

This section details the specific requirements for the services required.

7.1. Functional Requirements

SCOPE OF WORK:

- 4 x 4x4 Vehicles (Fitted with Night vision equipment and roller-bars)

- 24 x Tactical Officers Grade C Officers (2 x Teams of 12), day and night shift.
- 2 x Supervisors (Grade B) – 1 x Day shift and 1 x Night shift

7.2. Tactical Response requirements

The Supplier shall furnish security service on site on a continuous 24-hour 7 days a week basis with fully trained uniformed PSIRA graded and registered Tactical Officers with the required skills and competencies.

The contracted TOs assigned to ESKOM shall conform to the, PSIRA Act, Firearm Control Act, OHS Act, and ESKOM procedures, training standards, competencies, rules, regulations and shall perform duties as may be mutually agreed upon in writing from time to time by the supplier and ESKOM.

7.3. Tactical Response

Tactical Officers have additional training and skills beyond basic Tactical Officers, including the ability to handle firearms, restrain individuals, deal with community threats, strike actions, land invasion and perform tactical maneuvers. They may work in a variety of settings, especially working with law enforcement agencies.

The following are some of the duties or responsibilities of a tactical Officer:


- Patrolling and monitoring the premises to prevent security breaches.
- Detecting and reporting any suspicious activity to their supervisors.
- Reacting immediately and decisively to any potential threats.
- Performing routine checks of security equipment and ensuring it is in good working order.
- Collaborating with law enforcement agencies in case of an emergency.
- Preparing reports and maintaining detailed records of all security incidents.
- Conducting inspections to identify security vulnerabilities and fix them.
- Maintaining a high level of physical fitness and firearms proficiency.
- Performing other duties related to security as assigned by their supervisors.

7.4. Tactical response services

The teams will be deployed to Tx Vacant land and servitudes, Office Parks, Office Buildings & provide escort services when needed.

Patrol routes and times will vary according to site requirements however the following is applicable:

- Patrols must be recorded in the OB and suitable security technology.
- Purpose of patrol must be clear (areas of importance).
- Determine equipment required.
- Check strategic points against patrol report.
- Report and record irregularities, report and record all deviations.
- Secure scenes of crime and/or incidents.

	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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- Respond to alarms on perimeter fence and report.
- Monitor the movement of suspicious vehicles/people and report.

Tactical response/ Crime Prevention Patrols

The tactical response company Tactical Officers must comply with all requirements as stipulated in terms of PSIRA and other applicable legislation. All tactical response officers must use the stipulated personal protective clothing. The Body Armour must meet the specifications as stipulated as SA MIX 111 for Ballistic Resistance of Body Armour as well as have all equipment required to do the work to respond to all alarm activations.


For the provision of tactical response services by trained and competent Tactical Officers, the following is required:

- The premises from which the Tactical Officers (TO) operates must comply with local municipal regulations regarding the operation of such business and proof of this must be available and supplied to the Employer at the start of the contract.
- Where domestic premises are used for satellite bases these must provide for a dedicated sector for business and operational purpose and must comply with local municipal and health regulations.
- A satellite base is a premise where Reaction Vehicles (RV) park out of service, or changeovers take place. Changeovers must be in accordance with the Firearms Control Act.

7.5. Requirements for Tactical Officers

- All Tactical Officers (TO) will be PSIRA registered Grade C and have successfully passed the required PSIRA grading courses of armed response/CIT training.
- All TO's are required to read, write, and speak English. All Tactical Officers will always have an up-to-date PSIRA registration cards on their person or a certified copy of the PSIRA certificate.
- Up to date criminal background checks results shall be provided to the Employer for all reaction officers working on the contract within 30 days of starting the contract.
- The Employer shall require criminal checks to be done on Reaction Officers annually or when required by site Security Manager.
- All supervisors and Tactical Officers provided by the tactical response service providers must have received appropriate PSIRA and SASSETA training including weapons handling, radio communications, access control, tactical response capability training.
- The tactical response Contractors will provide refresher training during the year., Reg. 21 training 2 x times per year.
- All personnel of the tactical response contractors must have received training, prior to deployment, on the site instructions and work procedures. The tactical response contractors shall be required to provide attendance registers prior to deployment for each individual employee.
- The tactical response Contractors will maintain training records for each Tactical Officer and supervisor including failures and subsequent remedial training and qualification. These records will be made available to the Employer designated representative upon request.
- The Employer representative has the authority to monitor, evaluate and audit all training delivered to the tactical response Contractors.

- The supervisors will arrange for weekly training on actions to be taken by the personnel of the tactical response contractor in the event of incident, designed around scenario-based situations. TO's must be professional, friendly, and helpful in the performance of their duties always.
- The RO must provide proof that he/she is authorized by PSIRA to practice as a RO.
- The RO must display proof of identity on his person whilst on duty or while in uniform. The ID should be in form of a tag or laminated plastic card and should display the following: -
 1. Name and Surname
 2. Photograph
 3. Company name and Telephone number
 4. PSIRA registration number (personal)
 5. Cards expiry date
 6. I.D Number
 7. Blood Group
 8. Allergies
- The TO must wear the company uniform while on duty together with clear indication by means of a badge or suitable insignia.
- The TO must be issued with a SA MIX level 3 bullet proof vest to be always worn while on duty.
- All tactical officers responding to the alarm activations must respond with vehicles that clearly display the company logos.
- The officers must always be in possession valid firearm permit and a valid firearm competency certificate. The officers must always present a neat and presentable image.
- **The response officers deployed to the contract must Sign a Declaration of Secrecy form prior to deployment on site.**
- The TO/s must have functional radio communication to the control Centre (fixed unit in the vehicle or mobile device), torches, pepper spray and handcuffs. There must be uninterrupted communication channels between the response officers and the control room/center for regular reporting and to obtain assistance when required.
- The tactical response Contractors will conduct radio checks at the start of each shift and periodically during each shift to ensure that equipment is functioning correctly, and TOs are alert and monitoring their radios. The tactical response Contractors must ensure back up communication aids is readily available.
- **At the start of every shift the Security M/V tank must be full.**
- All officers must be declared fit for duty, and the fitness and medical certificates must be handed to the Employer prior to deployment.
- All officers must be equipped with first aid kits for any emergencies, as well as cell phones, communication devices to use when required (call other members or law enforcement agencies or emergency units for back up)
- All armed officers (not lower than a grade C) must be trained in tactical response duties must always respond to all alarm activations together.
- Conduct a thorough shift handover at each shift change ensuring that information and instructions are passed on to the next TO's and a detailed inventory is conducted of all weapons, ammunition, radios, keys, and other equipment provided.

	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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7.5.1. Tactical response officers Equipment:

- Spotlights for Crime prevention patrols
- Firearm with Ammunition
- Non-lethal rounds like rubber bullets and Shotguns
- Handcuffs
- Full Uniform including holster
- Riot shields
- Riot protective gear
- Batons
- Pepper spray
- Gas masks
- Bullet proof per TOs
- Occurrence Book
- Night sight
- Black and red pens.
- Company and PSIRA Identity Cards

7.6. Armed Escorting

Ad hoc Services (consisting of an armed driver, armed crew member and a suitable vehicle) shall be required for escorting services on an “as and when” required basis.

- TOs doing the armed escorting duties must have upated competency certificates with strict adherence to the Firearms Control Act. The Tactical Officers performing these armed escorting and protection duties shall be armed and comply with the current Firearm Control Act, 2000 (Act No. 60 of 2000). All armed escorting officers must have a Valid PSIRA certificates in compliance to the PSIRA Act 2001 (Act No. 56 of 2001). All armed escorting officers must not be lower than Grade C.
- Valid firearm permits issued by the authorized firearm control officer for TSP, Firearm Control Act, 2000 (Act No. 60 of 2000).
- Accredited valid training certificates with results (Regulation 21), Firearm Control Act, 2000 (Act No. 60 of 2000).
- Valid South African driver’s license (EB)
- Level 3 bullet-proof vests handcuffs, batons, spotlight, torches with spare batteries, pocketbooks and pens, head protection.
- A road worthy all-terrain vehicle, preferably a **4x4 vehicle fitted with roller-bar** suited for the terrain where Eskom employees will be travelling to. A **4x4 vehicle fitted with roller-bar** will be also required for the escorts with off-road tyres if risk assessment is conducted on the terrain to be embarked upon. The vehicle must be equipped with a rollbar, first aid kit and fire extinguisher. **No sedans will be accepted.**
 - *Where a risk assessment indicates that there is a risk of rollover, such as travel on an excessive gravel road, those LDVs shall be fitted with a roll bar suitable for cab protection in compliance with the Fleet Services Technical Specification.*


	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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- The armed escort team/s must be in constant contact with a control room for regular reporting and to obtain assistance when needed. A proper register must be kept at the control room containing situation reports, incident reports and any communication with the armed escort team.
- The armed escort team must do the escorting in a tactically sound manner:
 - i. Possible ambush positions must be secured before the Eskom members being escorted are allowed to proceed through the position.
 - ii. When the site where the Eskom members are to perform their duties is reached, the armed escort team needs to secure the area before the Eskom employees commence work.
 - iii. The armed escort must then take up a position for all round defence of the area where the Eskom employees are working and be constantly vigilant.
- All armed escort vehicles shall be equipped with a local global positioning system or Satellite Surveillance or any other system that would assist them.
- The armed Tactical Officers are to travel in their own vehicle and provide protection to the Eskom employee/s.
- The Tactical Officer shall be required to meet the Eskom employees at an Eskom site or predetermined place; escort and protect the Eskom employee for the required period and then return to where they first met or an alternative drop-off point.

7.7. Security supervisor

Content of Scope of Works for TO posting at contracted sites / work instructions:


- a. Knowledge of scope of works of all Eskom sites under his supervision.
- b. Will train all TOs according to scope of works and work instructions applicable for Tx Sites.
- c. TO's posted on site according to request for site with Grade C, company ID card and PSIRA ID card. Operational equipment as per contract scope of work on site must all be in place when TOs is posted.
- d. Security Company will be responsible for their own accommodation, meals, and transport – NO TO's will stay on Eskom site.**
- e. All sites to have 24-hour communication – mobile phones, fixed dial, panic buttons, radios.
- f. Emergency files with all company procedures in on site.
- g. All sites will have manpower file with details of TOs.
- h. No TO will be removed or changed at sites before Eskom Security Risk Management Supervisors are notified verbally and a written report submitted of the reason, details of TO and details of replacement TO.
- i. All sites must be visited twice a week – one day shift and one night shift visit.
- j. Weekly site visit reports must be completed, fully and correctly, and submitted no later than 16h00 every Wednesday (week Thursday to Wednesday).
- k. When a site has been visited, an OB report must be written in site OB. OB report must contain the following information:
 - 1. Name of TO on duty
 - 2. Time / date of visit

	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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3. Details of supervisor who made visit.
4. Stance of operational equipment
5. Firearm inspected (where necessary)
6. Registers inspected.
7. All faults reported.
8. All problems reported by TOs – cross-referenced with OB no., date, time – this must also be reflected on weekly report under “general.”
9. Emergency equipment checked – fire extinguisher / first aid kit
10. Toilet cleanliness
- l. Make sure all registers are in place as per site and neat and tidy.
- m. TO post neat and tidy.
- n. TOs dressed in full uniform with bullet proof vest and neat and tidy.
- o. All equipment is in good working condition.
- p. All complaints from Eskom employees will be noted and immediately reported to Eskom Security Risk Management Supervisor responsible for the site.
- q. Only orders given by Eskom Security Risk Management Supervisor for site will be conducted.
- r. Incident Flash report will be done as follows -
 1. Report immediately telephonically to Security Risk Management Supervisor responsible for site
 2. Written flash report within four (04) hours to Eskom Security Risk Management Supervisor and Regional Manager, containing the following details.
 - What happened?
 - When (date and time)?
 - Where?
 - Who (responsible / on duty / persons involved)?
 - How?
 - Sworn statements of security TOs on duty and Supervisor
 - Full report in eight (8) hours to Eskom Security Risk Manager
- s. Supervisors and TOs will adhere to Eskom:
 1. Health and Safety Act
 2. Emergency Plan per site
 3. Scope of Works
 4. Work Instructions

Content of Scope of Works for Tactical response personnel:

- i. Tactical response members fully trained in armed response.
- ii. Tactical response members in possession of firearm competency certificates
- iii. Twice a year undergo firearm training as per Firearm Act for business purposes.
- iv. Correct handing over of firearm procedures between shifts as per correct registers as per Firearm Control Act and safekeeping thereof.
- v. Ensure tactical response vehicles are deployed according to scope of works and area deployment.
- vi. Tactical response vehicles to be roadworthy and equipped with correct equipment and documentation as per scope of works and work instructions.

	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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vii. Tactical response to under the Safety Inspection assessment every six months

Annexure Scope of Works for Supervisor to be signed by Supervisor and recorded on file.

Vehicle contingency plan: Security Service Provider shall have contingency plans in place to react immediately to any emergency request:

- I. Vehicle breakdowns
- II. Vehicle accidents
- III. Strike action by Security TOs
- IV. Community Unrest

Security Breaches and Incidents

A security breach means the negligent or intentional transgression or failure to comply with physical security measures.

Examples but not limited thereto: fence tampering/ penetration, unauthorised access, discharge of a firearm, activation of alarm, non-compliance to security systems and systems technology, tampering with systems, accidents, injuries, damage to equipment, non-compliance with rules, procedures and directives, non-conforming behaviour.

- Report without delay (OB....)
- Alert authorities/ Eskom management

8. STANDARD OPERATING PROCEDURE ON TX SITES

8.1. Shift Relief/ Hand over Procedure

A formal Shift relief handover will be done daily as prescribed below:

- A Tactical Officer shall not leave his/her post of duty unless his/her relief has arrived.
- Body cams with live view monitoring (when required) should form part of the equipment placed on the Level 3 bullet proof vests.
- If the team comes under fire or are in placed in a situation, the company should have a contingency plan to immediate send a backup vehicle. This plan should be clearly demonstrated during the tender stage.
- Scenario based exercises every two months to prepare the team for adequate response capability. These exercises must be documented and sent to SM.
- Vehicle tracking (mentioned in the document) but it needs to come with live tracking which must be available at all times in the control centre
- The Tactical Officer taking over must satisfy himself/herself that all is in order before accepting full responsibility. He/she must check that any equipment, torches, two-way radios, telephones, firearms, etc are on hand and in operational order. He/she must also ensure that all required registers are up to date and on hand. Should there be any keys on hand, these must also be checked. The Tactical Officer taking over duty must make an appropriate entry in the OB thereby verifying that all is in order at shift take-over. Any

shortcomings must be reported to the security supervisor and *Employer*. It must also be recorded in the OB.

- On sites where Tactical Officers perform patrol duties, the Tactical Officers going off duty and the one reporting for duty will do one patrol together to ensure that all is in order before duty is handed over.
- The Tactical Officer going off duty must stay and witness the Tactical Officer taking over. He/she must make an entry in the OB stating his/her name and that he/she has handed over duty and full responsibilities to the new officer, stating his/her name. He/she must also state everything is in order and all equipment used is operational.
- Tactical Officers must make an OB entry confirming that duty and responsibility have been taken over. He/she must also confirm that everything is in order and all equipment is on hand and operational.

8.2. Security Registers

- Full registers must be handed to the Employer for filing for 5 years – Can we move away from manual registers and include electronic reporting instead of a manual process. These includes the timesheets etc.
- The *Employer* will decide what security registers are required at each security post. In general, the following security registers will be required: Occurrence Book and Visitors Register. The security register requirements are not limited to the list. Where circumstances dictate any other type of register, the *Employer* will inform the contractor accordingly of the relevant register requirement.
- All security registers and Occurrence Books are to be purchased by the Contractor. All registers and Occurrence Books shall remain the property of Eskom. The contractor shall not place a security register on site unless the format thereof has been agreed to by the *Employer*. All completed registers will be kept by the *Employer* for the period of five years.
- The *contractor* must ensure that the correct security registers are issued at each security post.
- Occurrence Books (OB) must be kept at all security posts. All security related incidents and any unusual occurrences must be recorded per OB reference number in adequate detail for easy understanding. All visits by the *EMPLOYER* or Contractor's supervisors and management and tactical response Contractor must be recorded in the OB by the person visiting the site. The SO on duty must counter sign the entry.
- The tactical officers are responsible for filling in the information on all the security registers. The required information must be completed legibly and accurately. The *contractor* must ensure that the tactical officers always adhere to this requirement.
- Security registers must be kept neat and tidy. Under no circumstances are pages to be torn out.
- Full registers must be handed to the *Employer* for filing for 5 years.
- All security registers shall be in bound book form and the pages must be numbered Loose pages are not acceptable and will be financially penalized by the *Employer*.

8.3. Communication Strategy

Communication and associated equipment to be provided by the *Contractor* are as follows:


- 24 hour control centre must be available.
- Where the site requires that two-way radios be part of the security equipment, these radios must be provided. The number of radios required will be determined by the *Employer*. Battery chargers must also be provided to ensure that at no time the radios are inoperable due to flat batteries. Charged Contractors are batteries should also be on site for use while the initial batteries are being charged. Such radios must be able to communicate with *The Contractors* control room 24hr where necessary.
- A Telephone Register must be maintained at all posts where there are telephones. All calls must be recorded in this register. Any telephone calls not recorded in the Telephone Register will be recovered from the *Contractor*. (pax). Under certain circumstances the *Contractor* may be required to make available cellular phones for official use. Such requests will be made and approved by the *Employer*.
- The *Contractor* shall provide torches at all security posts where security services are required at night. These torches shall be always operational and on hand. The *Contractor* must ensure that sufficient batteries and globes are always available. Under no circumstances may torches be out of operation for any reason whatsoever.
- Additional security equipment such as handheld metal detectors, etc may be required from time to time. Any security equipment required will jointly be agreed upon by the *Employer* as per site requirement. The *Contractor* will be informed accordingly and shall provide all the required equipment within timeframes agreed upon with the *Employer*.

8.4. Supplier Expectations

In addition to contract requirements, the following is also applicable:

The Supplier must:

- Be registered with the Registrar of companies, SARS, COID and PSIRA.
- Have access to licensed firearms (where applicable).
- Have access to a PSIRA and SASSETA registered training facility.
- Be able to supply, sustain and manage enough Tactical Officers to satisfy the requirements of ESKOM.
- Security TOs must be firearm competent in possession of SAPS firearm competency.
- Firearm competency certificates and PSIRA identification cards must be carried whilst on duty at an Eskom site.
- The service provider shall, supply ESKOM with the following:
- A detailed operational plan to be implemented by the service provider to deliver the scope of work.
- A detailed monthly report specifying kilometers travelled per month per Personnel Armored carrier. A logbook to monitor official Eskom Travel which will be complimented by the GPS Electronic Logbook to verify the travel.
- Detailed list of firearms and ammunition required for the job and appropriate magazines and holsters.
- List of all operational equipment as required and/ stipulated by Eskom.
- Fitness test/ medical fitness and PSIRA certificates for each employee.
- Detailed plan to supply additional personnel in case of emergencies and special projects at ESKOM.

	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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- Firearm competence certificates as stipulated by Eskom.
- The North East Grid Security Manager reserves the right to re-direct armed patrolling, escorting and response activities in his/her area of responsibility.
- No deviations from the operational plan without the authorization of the North East Grid manager or his/her delegate will be permitted.
- Eskom reserves the right to assess the competency levels of the armed TOs and to order for the removal of incompetent TOs and request replacement of such controllers.

8.5. Additional requirements for Armed Response

All Officers must be PSIRA registered (grade C) and have successfully passed the required PSIRA grading courses as is required by Eskom.

All tactical officers will always have an up-to-date PSIRA registration card on their person or a certified copy of the PSIRA certificate.

Up to date criminal background checks results shall be provided to Eskom security for all specialized tactical officers working on the Eskom contract.

All supervisors and tactical officers provided by the service providers must have received appropriate PSIRA and SASSETA training including weapons handling, radio communications, tactical response capability training.

The SSO must be issued with a level 3 bullet proof vest (as stipulated in the Eskom Standard for Ballistic Resistance of Body Armour EST 32-1133) to be always worn while on duty.

TOs performing the armed escorting duties must comply with the following requirements and must be capable of rendering the service as follows:

Updated competency certificates with strict adherence to the Firearms Control Act.

The Tactical Officers performing these armed escorting and protection duties shall be armed and comply with the current Firearm Control Act, 2000 (Act No. 60 of 2000).

Eskom standard Level 3 bullet-proof vests (32 – 1133), handcuffs, batons, spotlight, torches with spare batteries, pocketbooks and pens, head protection

A road worthy armored carrier suited for the terrain where Eskom employees will be travelling to. The vehicle must be equipped with a first aid kit and fire extinguisher.

A valid fuel card for repairs, fuel, and toll-fees

Updated service record for the firearms and adequate ammunition

Cellular contracted phones with emergency numbers programmed to the phone (SAPS, Ambulance) or any other sustainable means of communication.

The armed escort team/s must be in constant contact with a control room for regular reporting and to obtain assistance when needed.

A proper register must be kept at the control room containing situation reports, incident reports and any communication with the armed escort team.

The armed escort team must do the escorting in a tactically sound manner:

Possible ambush positions must be secured before the Eskom members being escorted are allowed to proceed through the position.

When the site where the Eskom members are to perform their duties is reached, the armed escort team needs to secure the area before the Eskom employees commence work.

The armed escort must then take up a position for all round defense of the area where the Eskom employees are working and be constantly vigilant.

All armed escort vehicles shall be equipped with a local global positioning system or Satellite Surveillance or any other system that would assist them.

8.6. Vehicle Requirements

These vehicles will be equipped with a tracking device, base radio, cell phones, torches, spotlights, thermal camera and will be manned by a two-man (2) crew each.

- 4x4 vehicles
- 1 x bullet proof vehicle
- Roller-bars
- Branded Vehicles with company logo

8.7. Security Breaches and Incidents

A security breach means the negligent or intentional transgression or failure to comply with physical security measures. Follow the procedure for incident breach.

8.8. Communication Strategy

Communication and associated equipment to be provided by the SERVICE PROVIDER are as follows:

Where the two-way radios are utilized as a means of communication, these radios must be provided by the Supplier. The number of radios required will be determined by the operational requirements and number of specialized Tactical Officers on each shift.

Battery chargers must also be provided to ensure that at no time the radios are inoperable due to flat batteries. Such radios must be able to communicate with the SERVICE PROVIDERs control room 24hr where necessary.

8.9. Response to emergencies

An "emergency" is any incident or actions that require the evacuation of a site/ affected area Assist in emergency situations as instructed by the Supervisor/ Manager as per site specific emergency plans.

Assist in executing the evacuation procedures as applicable to the site. Ensure that all persons, employees, information, and assets are protected. Appropriate training in safety evacuation and emergency procedures

Emergency contact numbers. will be made available by Supervisor/ SM, can be found in Control room.... security personnel must familiarize themselves.

Unless stipulated otherwise THE SERVICE PROVIDER shall provide suitable means of communication to enable the SO to communicate with the police, fire brigade and other.

8.10. Time sheets

Daily time sheets to specify hours worked per shift per SSO. Time sheets for each shift based on actual time spent to be completed and to be signed off by the shift supervisor (Eskom and Service Provider) daily. Time sheets approved by the Security Manager to be submitted with invoices for payments.

8.11. Skills/Competencies contractor's officers

It is the primary responsibility of the service provider to ensure that each officer supplied as per this agreement provide security as defined by the employer for the assets, personnel, and property. Additional to the primary responsibility the supplier shall ensure that each assigned officer complies with the following duties and responsibilities:

8.12. Penalties

ESKOM shall impose penalties in terms of the following:

- a) Non-compliance to ESKOM specific legislative requirements, as per schedule attached.
- b) Non-provision of the full compliment.
- c) Non-compliance to the acceptable turnover rate.
- d) Non-performance of duties and negligence by TO

All losses incurred by Eskom due to Security Supplier's negligence will be investigated and recovered from the Supplier.


8.13. Staffing and associated penalties

Overfills

Overfills occur when the service provider supplies too many individuals, or individuals for longer periods than required, or at a higher level than defined by the schedule mutually agreed upon during the term of the contract. ESKOM will only pay for the services requested as per the Task Instruction.

Subcontracting and assignment

The contract shall not be assigned or subcontracted in whole or in part, by the service provider without prior approval from ESKOM. Any attempted assignment or subcontracting hereunder without the prior written consent of ESKOM shall be null and void.

 Eskom	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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9. STANDARDS APPLICABLE TO THIS SCOPE OF WORK


Below is the list of standards applicable to this scope of work. The *Employer* provides only for the *Employer's* standards, it is the responsibility of the *Supplier* to source the national and international standards.

Drawing / Document number	Revision	Title
Act 56 of 2001		Private Security Industry Regulation Act
Act 23 of 2002		Private Security Industry Levies Act
Act 60 of 2000		Firearm control act regulations
Act 102 of 1980		National Key Point Act
Act 53 of 1985		Control of access to public premises and vehicles
Act 8 of 2019		Critical Infrastructure Protection Act
ISO 9001		Quality Management Systems – Requirements
QM 58		Supplier Contract Quality Requirements Specification
240 -62946386		Vehicle and driver safety management
240-62196227		Lifesaving Rules
240-43848327		Employees right of refusal to work in an unsafe situation
32- 1126		Smoking policy
32-727		Safety, Health, Environmental and Quality policy (SHEQ) policy
32-245		Eskom waste management Standard
240-180000201		SHE Specification – Emergency security services for the North East Grid Transmission lines

10. TECHNICAL EVALUATION CRITERIA

The technical tenders received will be evaluated in two (2) parts:

- Document evaluation (desktop assessment) process


 Eskom	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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b. Desktop and Site Verification Evaluation

The evaluation exercise is performed by the appointed Eskom technical team. This initial part of the evaluation starts when submissions are opened and assessed for the first time. The supplier must meet all the mandatory requirements to be considered for the non-mandatory evaluation. The submitted documents will then be evaluated against the evaluation criteria as stated in this document. A minimum total of **80%** is required to pass the technical evaluation.

Table 1: Mandatory requirements


Criteria	Returnable	YES/NO	Comments
Registration of the company as a security service provider in terms of PSIRA Act	Copy of Valid PSIRA Certificate		
Is the company registered and in good standing with PSIRA as a security service provider	Valid Letter of good standing with PSIRA (stating date issued and expiry date), valid at time of tendering		
Are company directors/owners registered with PSIRA?	Copy of valid PSIRA certificates Grade A		
Are company employees trained and registered with PSIRA?	Provide copies of valid PSIRA Certificates		
Does the supplier own licenced firearms and is the supplier in possession of valid licences per firearm and appropriate competency certificates in terms of the Firearm Control Act?	Valid SAPS competency certificates for all firearms, valid for 5 years business purposes		
Is the armoury manager formally appointed and has a valid firearm competency certificate for all firearms used? Are Investigators Competent for Firearms?	<ol style="list-style-type: none"> 1. Certified copy of the responsible armoury manager's ID and letter of appointment (letter of appointment is not necessary if it is the company owner - proof to be provided). 2. Provide proof of Company firearm licenses valid for 5 years. 		

	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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Supporting documents must be supplied for this evaluation criteria. Either the Service Provider meets the minimum requirement stated, in which case full point are awarded, or it does not in which case no points will be awarded.


Table 2: Desktop and Site Verification Evaluation

Document requirements	Evidence desktop total – 35%	Scoring	Weight
List of PSIRA registered TOs	List of PSIRA Grade C Valid Certificate (20) List of Valid Tactical response training Certificate (10) List of Valid Tactical response armed training certificate (10)	40 =5 30= 3 20=2 Compulsory to submit 10 less than 10 is Zero	10%
Equipment and PPE	Branded Uniform Issue Form, Sample Winter, summer and combat Uniform, Safety Boots and Socks, cap. Equipment Rechargeable Torch, Handheld Radios, Baton, Handcuffs, Paper Spray, Whistles, Contract cell phone, real time Guard Monitoring System, Bullet Proof vest level 3, Panic button, Handheld Metal detectors	All= (2) All= (3)	5%
Registers	Daily visitors' and Vehicle registers and permits, Occurrence books, attendance register for Tactical Officers, Pocket books, Firearm Permit. accidental discharge registers, firearm and ammunition registers, Instruction Book. (Samples)	All =5	5%
Training	Block Programmes for all mandatory and Security Training including Firefighting and First Aid, firearm refresher courses		5%
Proof of address for Office Building in Province	Proof of business physical address (any one of the below documents)		5%

 Eskom	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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Document requirements	Evidence desktop total – 35%	Scoring	Weight
Footprint in province	* Lease agreement (Current) * Municipal Statements (3-Month-Old)		
Supervisors	PSIRA Grade B Certificate Site supervisor		5%
Control Room	On site – Subtotal including fleet – 15%		
Established control room, manned 24/7 Reinforced Doors and walls. A normal entrance shall comprise of at least two interlocked doors separated by a lobby Both doors cannot be opened simultaneously (Visual Inspection)	Visual Inspection will be conducted		10%
Power Supplier to the Control room	Uninterrupted Power Supply, in case of Power Cut		5%
Electronic infrastructure	10%		
24HRS Monitoring, communication, and response (Visual Inspection)	Inspection on the visibility of computers, monitors, modems, phones, base station, communication, landline, fax, and internet mast etc will be conducted. Testing of some equipment will also be conducted. There must be strong interface between sites and the control room (panic Button, guard monitoring and radio communication devices)		10%
Control Room Operations	10%		

Document requirements	Evidence desktop total – 35%	Scoring	Weight
Control Room Operators (Must be shift workers) Emergency Call-out Procedure in place (Visual Inspection)	PSIRA Grade C registered, Control room operators with Control room operator Valid Training Certificates and shift register for inspection Copy of the procedure, and verify with Operators for knowledge and understanding		5%
Contingency Plans (Available and up to date)	copy of plans and attendance registers where induction was conducted with control room staff		5%
Operational Equipment and Technology	10%		
Firearms (9MM), Ammunition (full magazines) and shotgun. All firearm registers (as per register requirement)	Visual Inspection of the firearm and ammunition safe, firearms and ammunition register, acquired bulletproof vests as per requirements corrected	4 firearms = 1 8 firearms = 3 12 firearms = 5	5%
Firearm Safe	Doors and walls must be tampered proof from the outside-visual inspection will be conducted or The safe must be mounted with a double clocking system.		5%
Vehicle Fleet	20%		
Roadworthy vehicles with off-road capabilities (Visual Inspection and provide service history)	Copy of the service history of the vehicles by an accredited Service Provider and a visual inspection of vehicles will be conducted. At least 100,000 km or 5 years.		10%
Tactical response Vehicles must be bullet proof and equipped with suitable communications	Spotlight, base radio, and Contract Cell phone Thermal Detection and Night Vision equipment. Branded Vehicle with a tracking device		10%

	User Specification for Security Services for Transmission Real Estate Security Tactical Response	Transmission
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Document requirements	Evidence desktop total – 35%	Scoring	Weight
devices (Visual Inspection)			

11. DEVELOPMENT TEAM

The following people participated in the development of this document:

- Melvin Murugen
- Jaysen Naidoo
- Malusi Jacobs
- Rishigen Naidoo
- Bronwyn Stolp
- Priscilla Gallant

12. ACKNOWLEDGEMENTS

None