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C3.1: EMPLOYER'S SERVICE INFORMATION

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1 Description of the service

1.1 Executive overview

The service supplier shall furnish on a continuous 24-hour basis with fully trained unarmed PSIRA Grade C registered security guards. The duties of the supplier's guards shall be those specified in the contract and job descriptions.

Shift times

Day shift: 06:00 – 18:00

Night shift: 18:00 – 06:00

In total eight (4) PSIRA Grade C registered competent armed security officials on the campsite in the form of four (4) day shift and four (4) night shift security officials, Monday to Sunday (incl. Public Holidays) to conduct physical security on site. The supplier shall ensure that a supervisor forms part of each shift, i.e., every shift should consist of 1 supervisor and 4 grade C guards. This supervisor shall be duly responsible for the supervision of the security guards assigned to Eskom.

1.2 Employer's requirements for the service

We would like the following for the patrolling.

4 x day shift armed patrol guard

4 x night shift armed patrol guard

1 x Grade B supervisor per shift

4 x 4 off road vehicle will be sufficient

The guards should provide access control into Diphororo Substation during the day and patrolling around the boundary fence during both shifts.

1.3 Interpretation and terminology

Abbreviation	Meaning given to the abbreviation
PSIRA	Private Security Industry Regulatory Authority

2 Management strategy and start up.

2.1 The Contractor's plan for the service

Not Applicable

2.2 Management meetings

The contractor is to be available for monthly site progress meetings at a date to be determined by the employer. Meetings will be held to address any issues identified on site pertaining to the services provided by contractor or commend the contractor on their great work. Only the supervisor is required for the meeting as per invitation.

2.3 Contractor's management, supervision and key people

The Contractor shall have designated management team and supervisors responsible for the daily operations on Site.

2.4 Provision of bonds and guarantees

Not Applicable

2.5 Documentation control

- The Security Service provider will be required to provide with the Occurrence books, Visitors and After-hours register where necessary.
- Occurrence book to be correctly completed by Security officers and supervisors listing all occurrences and visits on site.
- Visitors register to be completed daily and filed on site for future reference and pages must be numbered.
- Contractor must ensure that quality registers are provided. Register must remain bonded, with no loose pages.
- Accurate records of all occurrences are to be kept for a minimum of 12 months post the occurrence and should be made readily available to Eskom at any time.

2.6 Invoicing and payment

Within one week of receiving a payment certificate from the *Service Manager* in terms of core clause 51.1, the *Contractor* provides the *Employer* with a tax invoice showing the amount due for payment equal to that stated in the *Service Manager's* payment certificate.

The *Contractor* shall address the tax invoice to

_____ and include on each invoice the following information:

- Name and address of the *Contractor* and the *Service Manager*;
- The contract number and title;
- *Contractor's* VAT registration number;
- The *Employer's* VAT registration number 4740101508;
- Description of service provided for each item invoiced based on the Price List;
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT;
- Signed time sheets and records of patrol vehicle used on Site for the invoice period

The *Contractor* attaches the detail assessment of all work done for each item in the Price List to each tax invoice showing

- the Price for each lump sum item in the Price List or Task Order which the *Contractor* has completed and
- where a quantity is stated for an item in the Price List or Task Order, an amount calculated by multiplying the quantity which the *Contractor* has completed by the rate.

An original invoice must be sent to the Accounts Payable Department and a copy to the Project Manager.

The contractor must submit an FRI within 2 weeks of contract award.

Details on how to submit invoices and additional information

- Ensure that the Eskom order number is clearly indicated on your invoice together with the line number on the order you are billing for
- All Electronic invoices must be sent in PDF format only
- Each PDF file should contain one invoice, or one debit note, or one credit note only as Eskom's SAP system does not support more than one PDF being linked into workflow at a time

- Your E-mail may contain more than one PDF file (e.g., 2 invoices on 2 separate PDF files in one e-mail)
-Send all invoices in PDF to Transmission Project Delivery: - invoiceseskomlocal@eskom.co.za

2.7 Contract change management

Not Applicable.

2.8 Records of Defined Cost to be kept by the Contractor

Not Applicable

2.9 Insurance provided by the Employer

Not Applicable

2.10 Training workshops and technology transfer

Not Applicable

2.11 Design and supply of Equipment

Not Applicable

2.12 Things provided at the end of the service period for the Employer's use

Not Applicable

2.12.1 Equipment

Not Applicable

2.12.2 Information and other things

Not Applicable

2.13 Management of work done by Task Order

Not Applicable

3 Health and safety, the environment and quality assurance

3.1 Health and safety risk management

The *Contractor* shall comply with the health and safety requirements contained in Annexure Scope of Work to this Service Information.

- All vehicles utilized to transport staff, must be fitted with SABS approved seatbelts.
- The Service provider is responsible to ensure that the security officers deployed at Ad-hoc sites have access to a shelter, water and sanitation.
- All Security officers should receive a safety induction before they can be deployed on Eskom sites.
- Safety recommendations following an incident shall be implemented by all Security Service providers to prevent further reoccurrences at any of the Eskom site, as per allocated timeframes.
- Open fires, the use of bar heaters and hotplates as heaters at Eskom sites, is totally prohibited.
- Security officers should observe the provisions of the Criminal procedure Act and all relevant legislation regarding the use of minimum force. Security officers should at all-time use minimum force sufficient to bring the situation under control and such force shall cease as soon as the situation is brought under control. No deliberate assault on suspects will be condoned.

The *Contractor* shall comply with the health and safety requirements contained in Annexure: 240-77471499, 240-106084675 and H&S Specification.

3.2 Environmental constraints and management

The *Contractor* shall comply with the environmental criteria and constraints stated in Annexure: - PDPMAN-ST-57 , PDPMAN-ST-37, TPDMAN-FM-57, TPDMAN-PN-53 and TSP EMPr .

3.3 Quality assurance requirements

The *Contractor* shall comply with the quality management criteria and constraints stated in Annexure: QM 58 240-105658000, 240-68099512 and 240-12248652

4 Procurement

4.1 People

4.1.1 Minimum requirements of people employed

- All Security officers must be registered with PSIRA at the required grade.
- Security officers must be in possession of their PSIRA and company I.D card at all times.
- Security officers may be subjected to a screening process.
- Security officers must have police clearance.
- Security officers should not have been convicted of any criminal offence and should disclose all pending criminal prosecutions against them. Non-disclosure of such will result in the officers' automatic removal from Eskom site or duties.
- Security officers should be able to read and write and express themselves well in English.
- Security officers may be required to undergo a polygraph test as and when required.
- Security officers could be expected to perform driving activities as part of their tasks should have undergone driver training at an accredited institution.
- Security officers will not be allowed to access IT networks registries, communication networks or any sensitive/zoned areas even when responding to alarms.
- Security officers should be trained on the Standard Operating Procedures (SOPs) relevant for their site of deployment and/or be made available for training by Eskom at no additional costs on any process or procedure necessary for them to do their duties. Proof of training must be kept on file and availed to Eskom on request.
- No security officers are to be deployed in terms of this contract, before undergoing necessary Eskom induction, training and assessments. Eskom reserves the right to remove such Officers that have not complied with this requirement from their sites or duties as per this contract at the cost to the contractor.
- All Security personnel deployed must be trained in terms of the various legislative requirements. (Private Security Industry Regulatory Authority (PSIRA), Firearm Control Act (FCA) All Security personnel to comply with the continuation and refresher training in terms of FCA.

4.1.2 BBBEE and preferencing scheme

The contractor must maintain their Level 1 QSE 100% Black owned B-BBEE status for the duration of the contract. Should the contractors B-BBEE change within the contract period, Eskom SDL&I must be notified in writing of the change in status.

4.1.3 Accelerated Shared Growth Initiative – South Africa (ASGI-SA)

The contractor shall keep accurate records and provide the Employer with report on the Contractors actual delivery against the stated SDL&I scorecard below: A 2.5% retention will be deducted per invoice submitted and will be released at the end of contract provided that the Contractor has met all SD&L targets.

Local Content (South Africa)	100%
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4.2 Subcontracting

4.2.1 Preferred subcontractors

Not Applicable.

4.2.2 Subcontract documentation, and assessment of subcontract tenders

Not Applicable.

4.2.3 Limitations on subcontracting

Not Applicable.

4.2.4 Attendance on subcontractors

Not Applicable.

4.3 Plant and Materials

4.3.1 Specifications

Not Applicable.

4.3.2 Correction of defects

Not Applicable.

4.3.3 *Contractor's* procurement of Plant and Materials

Not Applicable.

4.3.4 Tests and inspections before delivery

Not Applicable.

4.3.5 Plant & Materials provided “free issue” by the *Employer*

Not Applicable.

4.3.6 Cataloguing requirements by the *Contractor*

Not Applicable.

5 Working on the Affected Property

5.1 *Employer's* site entry and security control, permits, and site regulations

Access control activities consist of the control and management of the movement of employees, visitors and contractors.

2.2 Positive identification always:

- Eskom Employee only by means of Eskom Identity Card, No Eskom Identity card employee will be treated as a visitor.
- Visitor and Contractors access by means of SA ID, passport, drivers' license
- Recording of visitors details electronically or manually.

2.3 Visitor confirming process.

- Visitors must be always accompanied by a host.
- Declaration, recording and movement control of equipment and material.
- Screening of persons and articles/parcels using electronic equipment ensuring prohibited items are not brought on site.
- Alcohol testing to be conducted at Eskom sites.
- Safety inductions to be conducted at Eskom sites.

5.2 People restrictions, hours of work, conduct and records

- Working times determined by PSIRA – 48 hours per week Shift workers and 45 hours per weekdays
- The security service is required 24 hours a day on a two-shift cycle i.e., 06:00 to 18:00 dayshift and 18:00 to 06:00 night shift.
- A signed off reviewed list of Security officers deployed in terms of this contract must be provided on monthly basis, within 5 days prior to the commencement of the new month.
- The contractor is responsible to ensure that every shift complement is satisfied before commencement of the shift.
- 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.
- Safes must be provided by the contractor for the safekeeping of firearms not in use.
- The Security Officers will be expected to do a pre-job / daily risk assessment and safety talks before commencement of every shift.

5.3 Health and safety facilities on the Affected Property

Contractor to conform to the SHE specification

5.4 Environmental controls, fauna & flora

The *Contractor* shall comply with the environmental criteria and constraints stated in Annexure: - PDPMAN-ST-37

5.5 Cooperating with and obtaining acceptance of Others

Not Applicable

5.6 Records of *Contractor's* Equipment

Not Applicable

5.7 Equipment provided by the *Employer*

Not Applicable

5.8 Site services and facilities

5.8.1 Provided by the *Employer*

The *Employer* will provide a Site wherein the Contractor will establish the guard house with its ablution facility, a kitchen and electricity connection point at Diphororo Substation. The Contractor to provide own drinking water.

5.8.2 Provided by the *Contractor*

As per the BOQ

5.9 Control of noise, dust, water and waste

Not Applicable

5.10 Hook ups to existing works

Not Applicable

5.11 Tests and inspections

5.11.1 Description of tests and inspections

Not Applicable

5.11.2 Materials facilities and samples for tests and inspections

Not Applicable

6 List of drawings

6.1 Drawings issued by the *Employer*

Not Applicable