
	SOW-Wonderkrag Substation	Unique Identifier	240-
		Revision	0
		Effective Date	June 2022
		Eskom TPD Security Services	

<p align="center"><b>ESKOM TPD PHYSICAL SECURITY SERVICES</b></p>
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**TITLE: USER REQUIREMENT SPECIFICATIONS FOR SECURITY  
SERVICE PROVIDERS (SCOPE OF WORK)**

PREPARED BY:	DEPARTMENT	SIGNATURE	DATE
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## 1. Security Scope

2.1 The service supplier shall furnish 24-hour unarmed security guarding services at the Mulalo substation *Site camp Access control, Site Offices, Construction site, Perimeter patrol*, and 24-hour armed response for a period as agreed with fully trained and registered PSIRA Grade C guards. The duties of the supplier's guards shall be those specified in the contract and job descriptions.

2.2 Shifts to be covered, Monday to Sunday with shift times (Public Holidays included)

### 24 Hour Security services - Recommended

Day shift	<ul style="list-style-type: none"> <li>• <b>Access control (Gate):</b> 2x Grade C Security (With a Radio and Panic button)</li> <li>• <b>Inner Perimeter patrol:</b> 2x Grade C Security (With a Radio, Panic button, and clocking device)</li> <li>• <b>Surveillance Cameras:</b> Installed in strategic positions to monitor and record all activities on the entire site camp.</li> <li>• <b>Armed response:</b> 2x Grade C Armed Security with 4x4 Bakie and Radio. (Parked off-site to respond to any incidents at the site camp within a reasonable response time at any given time)</li> </ul>	
Night shift	<ul style="list-style-type: none"> <li>• <b>Access control:</b> 2x Grade C Security (With a Radion and Panic button)</li> <li>• <b>Inner Perimeter patrol:</b> 2x Grade C unarmed with K9s (Dog handlers with their dogs patrolling and clocking device)</li> </ul>	

	<ul style="list-style-type: none"> <li>• <b>Armed response:</b> 2x Grade C Armed Security with 4x4 Bakie and Radio. (Parked of-site to respond to any incidents at the site camp within a reasonable response time at any given time)</li> </ul>	
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2.3 **Required Security services:** Monday to Sunday (incl. Public Holidays) to conduct physical security on site.

<b>Day shift</b>	1x Grade B Unarmed Site supervisor 4x Grade C Unarmed Security Officers 2x Grade C Armed Response Security Officers 1x (One) 4x4 Bakkie
<b>Night shift</b>	1x Grade B Unarmed site supervisor 2x Grade C Unarmed Security Officers 2x Grade C K9 Handler- Security Officers 2x K9's 2x Grade C Armed Response Security Officers 1x (One) 4x4 Bakkie
<b>Adhoc</b>	1x Full (Complete) Tactical Response Team. The potential or appointed Security service provider must have the capabilities to render such security services on an AS AND WHEN required basis. The Security service provider must be able to indicate/display what the cost of such services will be as and when required. The Project Manager must take note of the cost during the security budget process for Wonderkrag Project construction for security.

2.4 Further, the supplier shall furnish the Wonderkrag Substation construction project with one **Security site supervisor** performing site supervision during shifts including holidays. The site supervisor shall meet with the Eskom and Contractor Project Managers monthly to inform him/her of the performance of contract security personnel on duty. The site supervisor shall be duly responsible for the supervision of the security guards assigned to the Mulalo Substation construction project.

2.5 Physical guarding duties at the Wonderkrag Substation construction site will entail the following:

2.5.1. Access Control and alcohol testing

2.5.2. Security Visibility


2.5.3. Patrol / Inspection Duties

2.5.4. Security Alarm Response (If any installed)

2.5.5. Handling of All incident at the site camp - Preliminary Investigation and Reporting

2.5.6. Any other security-related duties as required by the PSM.


2.6 Stipulated as above Security Officers must be on duty as per shifts at all times to attend to the access control, and alarms, perform patrol duties, and ensure the safeguarding of the Site in its entirety.

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2.7 Annual rates (as publicized in the Government Gazette) would not increase automatically but be approved by Eskom and accepted by the Service provider\_in writing.

### 3. CAPABILITIES OF THE SERVICE PROVIDER

- 3.1 Registration with the Registrar of companies, SARS, COID.
- 3.2 Each of the managers, directors, executives, members, partners or trustees must be registered with PSIRA and must have a recognized Grade B qualification (in terms of Section 23 of the PSIRA Act).
- 3.3 The Security Company must be registered with PSIRA, and all employees registered and graded according to PSIRA Standards of Grading.
- 3.4 All security officers must be trained and passed PSIRA registered security courses, graded, and registered with PSIRA.
- 3.5 The company must have a well-established and equipped 24 hours Control Room.
- 3.6 The Supplier must be in good standing with PSIRA, and levies must be paid as required by the Authority.
- 3.7 The company is well established and in existence for at least 18 months and should meet all the site(s) requirements. In other words, they should be in the position (must have the appropriate equipment required) to render the required services without problems.
- 3.8 There must not be any ongoing investigation against the company or company owners, i.e., from the Department of Labour, SAPS, PSIRA, or any other Government Enforcement Agency.
- 3.9 Be able to supply, sustain and manage enough dedicated Security components for the duration of the contract period; guards to satisfy the requirements of Eskom.
- 3.10 The company should meet all the site(s) requirements,
- 3.11 PSIRA identification cards must be carried whilst on duty at the site.
- 3.12 Be able to supply, sustain and manage enough Security guards to satisfy the requirements for the site.
- 3.13 Valid letter of good standing from PSIRA
- 3.14 Valid letter of good standing from the Compensation Commissioner
- 3.15 Valid letter of good standing from the Provident Fund (PSSPF)
- 3.16 Proof of Skills Development Levy (SDL) payments for the last three months

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3.17 Proof of most recent Employment Equity report submission, Proof of Work Skills Plan (WSP), Annual Training Report (ATR) submission, and approval letter from SASSETA.

#### 4. RESPONSIBILITIES OF THE SERVICE PROVIDER


##### Compliance:

- 4.1 Ensure full compliance with PSIRA, Firearms Control Act, and Eskom policies and procedures.
- 4.2 Ensure all guards are transported punctually to commence duties as per the scheduled shifts.
- 4.3 Safety belts must be worn by all guards at all times when transported and ensure compliance with Eskom safety and Life-Saving Rules.
- 4.4 List all operational equipment as mentioned in paragraph 9 of this document.
- 4.5 Supply medical certificates and PSIRA certificates for each employee.
- 4.6 Detailed plan to supply additional personnel in case of emergencies and special projects at Eskom.
- 4.7 Detailed strike management plan and a list of manpower to counter shortfalls during labor actions.
- 4.8 The company will be responsible to refund/reimbursing all damages to Eskom equipment resulting from its employees whilst on Eskom sites.
- 4.9 The security guards will be subject to a fitness evaluation at the discretion of Eskom.

#### 5. RESPONSIBILITIES OF THE SITE SUPERVISORS

The assigned person is responsible for, but not limited to:


- 5.1 Company liaison on site dealing with all aspects of the contract.
- 5.2 Ensure that shift complement is according to the shift posting plan.
- 5.3 Ensure that the shift times are adhered to, including appropriate shift hand-over time.
- 5.4 Ensure that all personnel is fully equipped (See requirements in heading 8).
- 5.5 Human Resources issues must be addressed by the Supplier and not Eskom.
- 5.6 Address operational grievances with Eskom Project Managers.

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- 5.7 Ensure that safe and reliable home-work-home transport is available for all shifts.
- 5.8 Liaise with Eskom supervisors to schedule staff for on-job training.
- 5.9 Address complaints raised by Eskom Project Management within 8 hours.
- 5.10 Daily interfaces with Project Management concerning operational contractual issues as well as service provider staff performance.
- 5.11 Attend Project Safety Forums. The site representative, or designated person, should act as Safety Representative for the company.
- 5.12 To inspect shifts during shift parades in conjunction with the Eskom Supervisor and submit a shift list to the Eskom Supervisor including the PSIRA registration number of all staff on duty.
- 5.13 Set up monthly meetings with Eskom Project Manager to evaluate the performance of the service provided.
- 5.14 Random panic button trials to be conducted to measure the reaction times of the Armed Response.

## 6. CATEGORIES OF LABOUR REQUIRED

- 6.1 Site supervisor.
- 6.2 PSIRA Grade C accredited.
- 6.3 Only South African citizens with a valid South African ID and a minimum of 21 years of age.
- 6.4 Physical and mental fitness for the job.
- 6.5 Ability to engage the public with authority and respect.
- 6.6 Communication skills/written/oral communication and radio communication.
- 6.7 Knowledge of customer relations.
- 6.8 Must be trained to conduct access control
- 6.9 Knowledge of the Control of Access to Public premises and Vehicles Act 53 of 1985, Criminal Procedure Act 51 of 1977, and the Occupational Health and Safety Act 85 of 1993.

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## 7. DUTIES

7.1 To implement security duties as defined in the Eskom-issued Standard Operating Procedure (SOP) at various posts at Eskom and as directed by security supervisors.

## 8. EQUIPMENT TO BE SUPPLIED BY THE SERVICE PROVIDER

8.1 Supply of uniforms – company uniforms must reflect two company logos and a PSIRA ID card. (PSIRA 13.1)

8.2 Equipment must include baton, handcuffs, pen, OB, pocketbook, and flashlight/ torch.

8.3 Personal protective equipment (PPE) must include body armor, i.e. a Bullet Resistant Vest and safety boots. =

8.4 Fully equipped with rain gear.

8.5 Handheld radios (base radios) as specified by Eskom.

8.6 Reflective jackets/vests.

8.7 Alcohol testing equipment (Breathalyzer) ***Alternative measures to be looked at due to COVID19***

8.8 Panic button, linked to an armed response company.