

## PART 3: SCOPE OF WORK

PART C3: SCOPE OF WORK	1	C3 TSC3 COVER PAGE
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The provision of physical guarding service at NTCSA and national key point - Telecommunications site security requirements for Free State province, which consist of high sites situated at and around Bloemfontein, Bethlehem and Welkom areas, over a period of thirty-six (36) months.

## C3.1: EMPLOYER'S SERVICE INFORMATION

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## 1 Description of the service

### 1.1 Executive overview

National Transmission Company of South Africa, Telecommunications, Free State province, requires security services to secure its critical infrastructure in response to various operational conditions.

**The following services required across the Free State Province, includes but not limited thereto:**

- ☐ Access control armed/unarmed static guarding and foot patrols, **on as and when required basis**. Tactical support services to be rendered shall be access control functions at all access control points, perimeter protection by means of patrols and monitoring functions, crime prevention in identified, indicated hot spot areas and also K9 patrol Dogs.
- ☐ Foot and vehicle patrols shall be conducted to cover the targeted high risk and critical lines and vulnerable areas and shall not be predictable.
- ☐ 24/7/365 Live Surveillance Monitoring (CCTV Camera system installation with live monitoring), reaction and response to any security emergencies or life-threatening situations on site without delay.
- ☐ Record events and incidents through audio-visual or digital means e.g., strike actions, protests, gatherings, demonstrations, crime scenes, but not limited thereto.
- ☐ Perform crime scene management and preservation of evidence, witnesses, etc. until SAPS responds and takes over.
- ☐ Armed Response, Armed patrols, Escorting, Ad-hoc (Events Management and Close Protection), Tactical Response and Special Operations **on as and when required basis**.
- ☐ Services to include Investigation of criminal incident/ property damage.

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## 1.2 Employer's requirements for the service

### 1.2.1 Estimated resource required

- Access control armed/unarmed static guarding and foot patrols, (on as and when required basis) at all radio sites within the Free state province. (Eight sites)

<b>BETHLEHEM AREA,</b> Bethlehem RS; Brightside RS; Corea RS; Libertas RS; Mpharane RS; Mt Paul RS; Sterkfontein RS, Reitz RS. <b>AREA 3 (PSIRA rates)</b>		<b>NUMBER OF HOURS ALLOCATED PER SHIFT</b>	<b>AVERAGE NUMBER OF DAYS PER MONTH</b>	<b>CONTRACT DURATION</b>
<b>UNARMED GRADE C</b>	<b>QUANTITY REQUIRED</b>			
FOR A NORMAL DAY SHIFT MON - FRI	2	12	21	36 months
FOR A NORMAL NIGHT SHIFT MON - FRI	2	12	21	36 months
FOR A NORMAL DAY SHIFT SATURDAY	2	12	4	36 months
FOR A NORMAL NIGHT SHIFT SATURDAY	2	12	4	36 months
FOR A NORMAL DAY SHIFT SUNDAY	2	12	4	36 months
FOR A NORMAL NIGHT SHIFT SUNDAY	2	12	4	36 months

- Access control armed/unarmed static guarding and foot patrols, (on as and when required basis) at all radio sites within the Free state province. ( Ten sites)

<b>BLOEMFONTEIN AREA:</b> Bloemview RS, Boesmans RS, Brandtfort RS, Du Toits RS, GP667 Regen Fibre Site, Kloofeind RS, Ladybrand RS, Springfontein RS, Thaba Nchu RS, Winburg RS <b>AREA 3 (PSIRA rates)</b>		<b>NUMBER OF HOURS ALLOCATED PER SHIFT</b>	<b>AVERAGE NUMBER OF DAYS PER MONTH</b>	<b>CONTRACT DURATION</b>
<b>UNARMED GRADE C</b>	<b>QUANTITY REQUIRED</b>			
FOR A NORMAL DAY SHIFT MON - FRI	2	12	21	36 months
FOR A NORMAL NIGHT SHIFT MON - FRI	2	12	21	36 months
FOR A NORMAL DAY SHIFT SATURDAY	2	12	4	36 months
FOR A NORMAL NIGHT SHIFT SATURDAY	2	12	4	36 months
FOR A NORMAL DAY SHIFT SUNDAY	2	12	4	36 months
FOR A NORMAL NIGHT SHIFT SUNDAY	2	12	4	36 months

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- **Access control armed/unarmed static guarding and foot patrols, (on as and when required basis) at all radio sites within the Free state province. ( Four sites)**

<b>WELKOM AREAS:</b>		<b>NUMBER OF HOURS ALLOCATED PER SHIFT</b>	<b>AVERAGE NUMBER OF DAYS PER MONTH</b>	<b>CONTRACT DURATION</b>
<b>Baviaanskrans RS; Braunskop RS; Louwita RS; Theronkop RS AREA 3 (PSIRA rates)</b>				
<b>UNARMED GRADE C</b>	<b>QUANTITY REQUIRED</b>			
FOR A NORMAL DAY SHIFT MON - FRI	2	12	21	36 months
FOR A NORMAL NIGHT SHIFT MON - FRI	2	12	21	36 months
FOR A NORMAL DAY SHIFT SATURDAY	2	12	4	36 months
FOR A NORMAL NIGHT SHIFT SATURDAY	2	12	4	36 months
FOR A NORMAL DAY SHIFT SUNDAY	2	12	4	36 months
FOR A NORMAL NIGHT SHIFT SUNDAY	2	12	4	36 months

### 1.2.2 Tactical / Armed Response

- **Armed Escorting (Only as and When required), responding from Base areas ( Bethlehem, Welkom and Bloemfontein) response time within 30minutes.**

ALL RADIO SITES UNDER FREE STATE: BLOEMFONTEIN, BETHLEHEM, WELKOM AREAS and additional sites.		CONTRACT DURATION
Sterkfontein RS, Mt Paul RS; Reitz RS; Mpharane RS; Libertas RS; Corea RS; Brightside RS; Bethlehem RS		36 Months
Bloemview RS, Boesmans RS, Brandtfort RS, Du Toits RS, GP667 Regen Fibre Site, Kloofeind RS, Ladybrand RS, Springfontein RS, Thaba Nchu RS, Winburg RS		
Baviaanskrans RS Braunskop RS; Louwita RS; Theronkop RS		
AREA 1 & AREA 2 & AREA 3 (PSIRA)		
ARMED RESPONSE GRADE C	QUANTITY REQUIRED	
FOR A NORMAL DAY SHIFT MON - FRI	2	36 months
FOR A NORMAL NIGHT SHIFT MON - FRI	2	36 months
FOR A NORMAL DAY SHIFT SATURDAY	2	36 months
FOR A NORMAL NIGHT SHIFT SATURDAY	2	36 months
FOR A NORMAL DAY SHIFT SUNDAY	2	36 months
FOR A NORMAL NIGHT SHIFT SUNDAY	2	36 months
BULLET PROOF VEST	2	36 months
4x4 VEHICLE	1	36 months
4x2 VEHICLE	1	36 months
FIREARMS WITH 15 ROUNDS AND MAGAZINE WITH 15 ROUNDS	2 x Firearms loaded with 15 each round and 1 x Extra Magazines with Rounds	36 months

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➤ **Armed Response (As and when required), per demand.**

ALL RADIO SITES UNDER FREE STATE: <b>BLOEMFONTEIN, BETHLEHEM, WELKOM AREAS</b>		CONTRACT DURATION
<b>Sterkfontein RS, Mt Paul RS; Reitz RS; Mpharane RS; Libertas RS; Corea RS; Brightside RS; Bethlehem RS</b>  <b>Bloemview RS, Boesmans RS, Brandtfort RS, Du Toits RS, GP667 Regen Fibre site, Kloofeind RS, Ladybrand RS, Springfontein RS, Thaba Nchu RS, Winburg RS</b>  <b>Baviaanskrans RS; Braunskop RS; Louwita RS; Theronkop RS</b>  <b>AREA 1 &amp; AREA 2 &amp; AREA 3 (PSIRA)</b>  <b>AREA 1 &amp; AREA 2 &amp; AREA 3 (PSIRA rates)</b>		
ADHOC SECURITY SERVICES	QUANTITY REQUIRED (Estimates)	
FOR A NORMAL DAY SHIFT MON - FRI	2	36 months
FOR A NORMAL NIGHT SHIFT MON - FRI	2	36 months
FOR A NORMAL DAY SHIFT SATURDAY	2	36 months
FOR A NORMAL NIGHT SHIFT SATURDAY	2	36 months
FOR A NORMAL DAY SHIFT SUNDAY	2	36 months
FOR A NORMAL NIGHT SHIFT SUNDAY	2	36 months
BULLET PROOF VEST	2	36 months
4x4 VEHICLE	1	36 months
4x2 VEHICLE	1	36 months
GUARDHOUSE	1	36 months
PORTABLE TOILET	1	36 months
FIREARM WITH 15 ROUNDS AND MAGAZINE WITH 15 ROUNDS	2 x Firearms loaded with 15 each round and 1 x Extra Magazines with Rounds	36 months
WATER (SEALED)	1X 5 LITRES Daily	Per day

➤ **DOG AND DOG HANDLER (ONLY ON REQUEST)**

ALL RADIO SITES WITHIN THE FREE STATE		CONTRACT DURATION
ADHOC DOG AND DOG HANDLER	QUANTITY REQUIRED (Estimation)	
FOR A NORMAL DAY SHIFT MON - FRI	1	36 months
FOR A NORMAL NIGHT SHIFT MON - FRI	1	36 months
FOR A NORMAL DAY SHIFT SATURDAY	1	36 months
FOR A NORMAL NIGHT SHIFT SATURDAY	1	36 months
FOR A NORMAL DAY SHIFT SUNDAY	1	36 months
FOR A NORMAL NIGHT SHIFT SUNDAY	1	36 months
BULLET PROOF VEST	1	36 months
4x4 VEHICLE WITH A KENNEL TO CARRY THE DOG	1	36 months

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GUARD HOUSE	1	Per day
PORTABLE TOILET WITH	1	Per day
FIREARM WITH 15 ROUNDS WITH EXTRA FULL MAGAZINE	One (01) x Firearm and 15 x Rounds with extra full magazine.	36 months
WATER (BOTTLED AND SEALED)	1X5 LITRES Daily	Per day

## 2.1. CCTV Installation & Remote monitoring

Security System		DURATION
Radio Site	QUANTITY REQUIRED (Estimation)	Duration
Bethlehem RS	2 CCTV	36 months
Brightside RS	2 CCTV	36 months
Corea RS	2 CCTV	36 months
Libertas RS	2 CCTV	36 months
Mpharane RS	2 CCTV	36 months
Mt Paul RS	2 CCTV	36 months
Reitz RS	2 CCTV	36 months
Sterkfontein RS	2 CCTV	36 months
Bloemview RS	2 CCTV	36 months
Boesmans RS	2 CCTV	36 months
Brandfort RS	2 CCTV	36 months
Du Toits RS	2 CCTV	36 months
GP667 Regen Fibre Site	2 CCTV	36 months
Kloofeind RS	2 CCTV	36 months
Ladybrand RS	2 CCTV	36 months
Springfontein RS	2 CCTV	36 months
Thaba Nchu RS	2 CCTV	36 months
Winburg RS	2 CCTV	36 months
Baviaanskrans RS	2 CCTV	36 months
Braunskop RS	2 CCTV	36 months
Louwita RS	2 CCTV	36 months
Theronskop RS	2 CCTV	36 months

## 1.2.3 A LIST OF FREE STATE NTCSA RADIO SITES:

### BLOEMFONTEIN (10 SITES)

No	WorkPlace Plant-ID	Site Description	KM service centre 1-Way	1A01 Co-ordinate
1.	Bloem-RS01	Bloemview RS	7Km	29°04'55.13"S, 26°10'24.47"E
2.	Boesm-RS01	Boesmans RS	85Km	28°32'18"S, 26°18'12.9"E
3.	Brand-RS01	Brandfort RS	66Km	28°43'15.8"S, 26°30'22.6"E
4.	DuToi-RS01	Du Toits RS	97Km	29°51'56.9"S, 25°59'05.2"E
5.	GP667-FS01	GP667 Regen Fibre Site	152Km	29°20'36.6"S, 24°54'18.5"E
6.	Kloof-RS01	Kloofeind RS	20Km	29°10'23.4"S, 26°02'53.7"E
7.	Ladyb-RS01	Ladybrand RS	128Km	29°10'00.1"S, 27°22'55.3"E
8.	Sprin-RS01	Springfontein RS	152Km	30°16'10.3"S, 25°46'16.1"E



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9.	Thaba-RS01	Thaba Nchu RS	119Km	29°14'46"S, 26°55'4.9"E
10.	Winbu-RS01	Winburg RS	122Km	28°28'45.9"S, 27°03'11.5"E

### BETHLEHEM (8 SITES)

No	WorkPlace Plant-ID	Site Description	KM service centre 1-Way	1A01 Co-ordinate
1.	Bethl-RS01	Bethlehem RS	33Km	30°41'37"S, 26°42'12"E
2.	Brigh-RS01	Brightside RS	37Km	31°17'08.0"S, 25°35'24.8"E
3.	Corea-RS01	Corea RS	63Km	31°21'47.6"S, 27°04'00.8"E
4.	Liber-RS01	Libertas RS	100Km	31°35'27.7"S, 26°08'47.6"E
5.	Mphar-RS01	Mpharane RS	110Km	30°41'44.6"S, 27°16'10.5"E
6.	MtPau-RS01	Mt Paul RS	89Km	28°21'39.58"S, 28°57'15.13"E
7.	Reitz-RS01	Reitz RS	54Km	27°49'24"S, 28°24'14"E
8.	Sterk-RS01	Sterkfontein RS	122Km	28°30'17.30"S, 29°03'59.97"E

### WELKOM (4 SITES)

No	WorkPlace Plant-ID	Site Description	KM service centre 1-Way	1A01 Co-ordinate
1.	Bavia-RS02	Baviaanskrans RS	73Km	27°22'19.19"S, 26°37'41.24"E
2.	Braun-RS01	Braunskop RS	32Km	27°43'23"S, 26°41'39"E
3.	Louwi-RS01	Louwita RS	105Km	27°25'20"S, 27°11'02"E
4.	Thero-RS02	Theronskop RS	46Km	27°50'54.82"S, 26°22'39.24"E

**NB: SECURITY GUARDING SERVICE MUST BE PROVIDED AS AND WHEN REREQUESTED ON A 24 HOURS PER DAY, 7 DAYS PER WEEK, AND 365 DAYS PER YEAR WHERE APPLICABLE AS PER SCOPE.**

#### 1.2.4 Static Guarding: Free State Radio Sites

- The NTCSA Telecomms, Free State requires Static Guarding services (for all its radio sites on as and when required basis.
- Knowledge of scope of work of NTCSA Telecommunications (Telecomms)
- Contractor shall train all guards according to the scope of work and work instructions applicable for site specific.
- Guards deployed on site according to request shall have Grade C, shall have company ID card and PSIRA ID card always displayed when deployed.
- Contractor shall be responsible for their own accommodation, meals, and transport - NO guard shall stay on any NTCSA Telecomms site.

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- The site to have 24-hour communication in terms of base radio (connected to 24hr Control Room) - cell phones, panic buttons, and or two-way radios.
- Emergency file with all company procedure shall be kept on site.
- All sites will have Manpower file with details of guards.
- No guard shall be removed or changed at sites before NTCSA Telecomms Officer Security Operations has been notified verbally and a written report submitted of reasons, details of guard and details of the replacement guard.
- Contractor Supervisor shall conduct site visit once a week and the site visit entry be done on the OB with the red pen (Note no visit shall be done during the start of shift and end of shift):

**The OB entry must have the following information:**

- a) Name of guard on duty
  - b) Time / date of visit
  - c) Details of supervisor who made visit,
  - d) Stance of operational equipment
  - e) Firearm inspected (where applicable)
  - f) Registers inspected and entry made with the red pen.
  - g) All faults reported.
  - h) All complaints / incidents reported by guards - cross-referenced with OB no., date, time - this must also be reflected on weekly report under "general".
  - i) Emergency equipment checked - fire extinguisher / first aid kit.
  - j) On site electronic patrol with the device with the guard on duty.
- 
- Weekly site visit reports shall be completed by the contractor, fully and accurately, and submitted no later than 16h00 every Wednesday (i.e., week Thursday to Wednesday) to the NTCSA Telecomms Officer Security Operations (covering the inspections on the First Level, Second Level, and full patrol inspections)
  - The contractor shall make sure that all registers are in place as per site and neat.
  - The guards must be dressed in full uniform with bullet proof vest and neat in appearance.
  - All equipment used on site shall be in good working condition (torches, two-way radio, base radio, and electronic patrol device)

**Incident Flash report shall be done as follows:**

- Immediately telephonic reporting to NTCSA Telecomms Officer Security Operations
- Written preliminary incident report shall be submitted within 8-hour to NTCSA Telecomms Officer Security Operations and Ops Manager, containing the following details:
  - What happened?
  - When did it happen? Date & Time
  - Where did it happen?
  - Who (responsible / on duty / person/s involved)?
  - How?
  - Affidavits of security officer / guard on duty and Supervisor

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- GPS co-ordinates of the site where incident happened.

**Full report in 24-hours to NTCSA Telecomms Officer Security Operations, including the following details:**

- Business Unit
- Site name
- Suspect details, Who and Number,
- What happened
- Assets Stolen / Damaged
- Loss Value
- Recovery Value
- SAPS Station
- Name of Complainant
- CAS
- Arrest
- Vegetation Management
- Fence / Security System
- Status
- Perimeter Lighting
- Impact
- National Transmission Company South Africa on Standby / Duty
- External Service Provider Officers on Duty
- External: PSIRA Numbers and Names and Surnames

Contractor Operational Manager and guard shall adhere to NTCSA Telecomms:

- 1) Health and Safety Act
- 2) Emergency Plan per site
- 3) Scope of Work
- 4) Work Instructions

**Working shifts, inspections, and patrol requirement:**

**A. Dayshift:** 06:00 to 18:00 Monday to Sunday (including Public Holidays)

- Grade C security control officials (access control and patrols)
- Minimum Grade B offsite inspector.

**B. Nightshift:** 18:00 to 06:00 Monday to Sunday including (Public Holidays)

- Grade C security control officials (access control, patrols).
- Minimum Grade B offsite inspector.

**C. Inspections:**

- Contractor Operational manager must conduct inspection once per month.

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- Offsite inspector must conduct the second level inspection for the shift as explained below (xxii sub section 1 & 2).
- Shift member must conduct first level inspection.
- Security guards to conduct perimeter fence inspection, per shift.

#### **D. Guard patrol system:**

- Guard patrol configurable using the keypad.
- Up to 5 unique supervisor tags.
- Between 1 and 15 guarding tags points.
- Complete event history accessible from the keypad.
- Uniquely identifiable passive tags with built-in real-time clock.
- Respond to any event with SMS, radio GPRS, sound, display or printout.
- Remote control panic alarm.
- Built in backup battery.

#### **Levels of inspections:**

##### **1. First level:**

- Conducted by a Contractor security official (shift member) on duty for that shift.
- Required once for the Dayshift and once for Nightshift.
- OB entry must be in red and with key words be "First Level Inspections".
- This inspection shall include and not limited to Contractor security officers, registers and equipment. A comprehensive OB inspection entry must be made in this regard.
- Each register must be inspected during each inspection and relevant entry made in those registers indicating the OB number (use a full line and do not leave blank line spaces).

##### **2. Second level:**

- Conducted by an offsite Contractor inspector (minimum Grade B).
- Required once per shift for Dayshift and Nightshift (note: no visit during the hour of changeover and takeover of shifts i.e., 05:00-07:00 & 17:00-19:00).
- OB entry must be in red, and the keywords must be "Second Level Inspection".
- This inspection shall include and not limited to Contractor security officials, equipment. A comprehensive OB inspection entry must be made in this regard.
- Each register must be inspected during each inspection and an entry be made in those registers indicating the OB number (use a full line and do not leave blank line spaces).

##### **3. The full patrol is required for First & Second Level Inspections**

###### **Information to be included:**

- Initial and surname of person conducting inspection,
- PSIRA number, and

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- Signature.

## **Access and Egress Control Duties**

### **a) Guard Duties**

- Observe surroundings,
- Report suspicious incidents/activities/ occurrences.
- Render guarding services at special events.
- Alcohol testing on sites.

### **b) Visitor Management**

- Positive identification at all times (SA ID, passport, drivers' licence)
- Recording of visitors details electronically or manually,
- Confirm appointment and/or all visitors must be accompanied by a host at all times.
- Facilitation of visitors (receipt and exit by host)
- Declaration of equipment, issuing of permits
- Prohibited items (rules/ regulations applicable)
- Random searches

### **c) Eskom/ NTCSA Employees**

- Only by means of Eskom/ NTCSA ID card,
- Employees without cards will be treated as visitors and details recorded accordingly,
- Removal permits,
- Random searches
- Prohibited items,
- Declaration of equipment

### **d) Vehicle Control**

- ID (employee/ Contractor/ visitor)
- Drivers
- Confirmation of appointment
- Random searches
- No unnecessary use of disabled/ reserved parking spaces

### **e) Patrols**

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

- Patrols must be recorded in the OB, if suitable security technology is not available,
- 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.
- Respond to alarms on perimeter fence and report.
- Monitor the movement of suspicious vehicles/people and report,

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## **Tactical / Armed Response:**

### **Armed Reaction Officers**

The Contractor may be required to provide tactical escorting services when burglary is in progress or alarms is confirmed by the NTCSA Telecomms Officer Security Operations and NTCSA Representative. The Contractor will do the necessary perimeter check on site and declare the site safe for NTCSA personnel. In the event where static guarding is required to secure the site and the necessary instruction will be relayed to the NTCSA Telecomms, Officer Security Operations and or NTCSA representative.

#### Requirements for Armed Reaction Officers

- 1) All Reaction Officers (RO's) will be PSIRA registered (not lower than Grade C) and have successfully passed the required PSIRA grading courses as is required by NTCSA.
- 2) All RO's are required to be able to read, write, and speak English.
- 3) All Contractor security officers will have an up-to-date PSIRA registration card visible at all times or a certified copy of the PSIRA certificate.
- 4) Up to date criminal background checks results shall be provided to NTCSA Telecomms, Officer security operations for all reaction officers working on the NTCSA contract within **30 days of starting the contract**.
- 5) NTCSA Telecomms, Officer security operations shall require random vetting to be done on Reaction Officers.
- 6) All Contractor supervisors and security officers providing armed response services must have received the appropriate PSIRA and SASSETA training including weapons handling, radio communications, access control, armed response capability training.
- 7) The armed response Contractor will provide refresher training during the year. e.g., Reg. 21 training once a year.
- 8) All personnel of the armed response Contractor, including those that may have been subcontracted, must have received training, prior to deployment, on NTCSA site instructions and work procedures.
- 9) The armed response Contractor shall be required to provide certification and results sheet prior to deployment for each individual employee.
- 10) The armed response Contractor will maintain training records for each security officer and supervisor including failures and subsequent remedial training and requalification.
- 11) These records will be made available to the NTCSA Telecomms Officer Security Operations upon request.
- 12) The NTCSA Telecomms Officer Security Operations has the authority to monitor, evaluate and audit all training delivered to the armed response Contractor.
- 13) The Contractor supervisors will arrange weekly training on actions to be taken by the personnel of the armed response Contractors in the event of incident, designed around scenario-based situations.
- 14) RO's must be professional, friendly, and helpful in the performance of their duties always.
- 15) The RO must provide proof that he/she is authorized by PSIRA to practice as a RO.

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- 16)** The RO must display proof of identity on his person whilst on duty or while in uniform.
- 17)** The ID should be in the form of a tag or laminated plastic card and should display the following:
- - Name
  - Photograph
  - Company name and telephone number
  - PSIRA registration number (personal)
  - Cards expiry date
  - I.D Number
  - Blood Group
  - Allergies
- 18)** The RO must wear the company uniform while on duty together with a clear indication by means of a badge or suitable insignia.
- 19)** The RO must be issued with a level 3 bullet proof vest (as stipulated in the Eskom Standard for Ballistic Resistance of Body Armour) to be worn at all times while on duty.
- 20)** All reaction officers responding to the alarm activations must respond with vehicles that clearly display the company logos:
- 21)** No responses to NTCSA sites will be conducted by the Contractor utilising unmarked vehicles.
- 22)** The officers must always be in possession of a copy of their PSIRA registration, current firearm permit and an updated firearm competency certificate.
- 23)** The officers must always be neat and presentable.
- 24)** In addition, all reaction officers must undergo a security screening and the results made available to NTCSA Telecomms, Officer Security Operations prior to the deployment for the NTCSA contract.
- 25)** The reaction officers to the NTCSA contract must Sign a declaration of secrecy prior deployment.
- 26)** No sleeping on duty or reporting for duty under the influence of intoxicating substances or performing security functions under the influence of intoxicating substances and leave NTCSA site without authorization from the control room.
- 27)** The RO/s must have functional radio communication to the control centre (fixed unit in the vehicle and mobile), torches and handcuffs.
- 28)** There must be uninterrupted communication channels between the reaction officers and the control centre for regular reporting and to obtain assistance when required.
- 29)** The armed response Contractor shall conduct radio checks at the beginning of each shift and periodically during each shift to ensure that equipment is functioning correctly, and guards are alert and monitoring their radios.
- 30)** The armed response Contractor must ensure back up communication aids is readily available.

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- 31) All Contractor officers must be **declared fit for duty, and the fitness and medical** certificates must be handed to the NTCSA Telecomms, Officer Security Operations prior to deployment.
- 32) All Contractor officers must be equipped with first aid kits for any emergencies, as well as cell phones (must be a company contract cell phone with either an open line or programed to all emergency numbers specified by NTCSA) to use when required (call other members or law enforcement agencies or emergency units for back up).
- 33) All emergency numbers and emergency plans must be handed to the Contractor officers and a copy to the NTSC security representative.
- 34) Two armed officers (not lower than a Grade C and trained in armed response duties) must always respond to all alarm activations.
- 35) When the reaction officers exit the site, they must remember that they are not on duty for NTCSA anymore and NTCSA cannot be held liable for any incidents, injuries or theft that may take place once the officers leave the NTCSA site.
- 36) Conduct a thorough shift handover at each shift change ensuring that information and instructions are passed on to the next supervisor and a detailed inventory is conducted of all weapons, ammunition, radios, keys and other equipment provided.

### Static Guards at Radio Sites

In the event where NTCSA Telecommunications radio site is deemed unsecure and/ or unsafe, NTCSA may request static guarding service for a limited period until the site has been secured.

The request to post a static guard will be done by the NTCSA Telecomms, Officer Security Operations with the NTCSA representative.

### 1.3 Interpretation and terminology

The following abbreviations are used in this Service Information:

Abbreviation	Meaning given to the abbreviation
TSP	The Service Provider
PSIRA	Private Security Industry Regulator Authority
OPS Manager	Operational Manager
OSO	Officer Security Operations
SNR INSP	Senior Inspector
SO	Security Officer
RM	Risk Manager
CSM	Contract Security Manager
NTCSA	National Transmission Company of South Africa
OB	Occurrence Book



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RS	Radio site
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## 2 Management strategy and start up.

### 2.1 The Contractor's plan for the service

The contractor will be required to have monthly scheduled standing meetings with the contract Employer or Employer's representative in order to review previous month's plans of how the service will be rendered for the coming month's activities. Where there are situations which require the monthly plans to be revised and reviewed, the Employer or Employer's representative will schedule an ad-hoc meeting to discuss such situation and plan accordingly.

### 2.2 Management meetings

Regular meetings of a general nature may be convened and chaired by the *Supply Manager* as follows:

Title and purpose	Approximate time & interval	Location	Attendance by:
Risk register and compensation events	Weekly on _____ at _____		
Overall contract progress and feedback	Monthly on _____ at _____		<i>Employer, Contractor and _____</i>

Meetings of a specialist nature may be convened as specified elsewhere in this Service Information or if not so specified by persons and at times and locations to suit the Parties, the nature and the progress of the *service*. Records of these meetings shall be submitted to the *Service Manager* by the person convening the meeting within five days of the meeting.

All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting. Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the *conditions of contract* to carry out such actions or instructions.

### 2.3 Contractor's management, supervision and key people

Refer to C1 2b TSC3 Data by Contractor.

### 2.4 Provision of bonds and guarantees

Not applicable.

### 2.5 Documentation control

All contractual communications will be in the form of properly complied letters or forms attached to emails and not as a message in the email itself. Any required reports and documents needed by the Service Manager from the contractor will be sent through to the Service Manager who will be identified and agreed upon on the first contract commencement meeting with the Contractor. The same will apply with regards to a contractor representative that the employer will share contract related communication with.

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## 2.6 Invoicing and payment

The Service Provider will submit his claim as per the NEC3 Payment Certificate format with supporting documents on the assessment day. The Contract Number must be clearly visible on the NEC3 Payment Certificate.

- The Employer will assess Payment certificates on actual work completed. Any possible issues regarding the claim will be addressed by the Employer to the Contractor.
- On acceptance of the Payment Certificate by the Employer, the Appointed Service Provider submits his invoice as agreed upon with the Employer. Payment will take place as per the NEC3 Conditions of Contract.

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 **\_NTCSA, SOC LTD, (41P19000 Telecoms Operations), PO BOX 1091, Sandton\_** 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,

Please ensure that all invoices are submitted to email address (invoiceseskomlocal@eskom.co.za)

## 2.7 Contract change management

Changes to the contract shall be approved by the relevant authority of the Employer.

## 2.8 Records of Defined Cost to be kept by the *Contractor*

Not applicable, option A will apply,

## 2.9 Insurance provided by the *Employer*

Refer to C1 2a TSC3 Data by Employer clause 86.1

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## **2.10 Training workshops and technology transfer**

### **PSIRA**

The Appointed Service Provider (TSP) as well as all security officers must be registered with the Private Security Industry Regulatory Authority (PSIRA) and comply with all applicable laws. The Appointed Service Provider (TSP) shall provide security officers who have the necessary qualification, skill and expertise and have passed specified training courses approved by PSIRA. It is a requirement to an appointed TSP to ensure that the entire team of security officer's registration numbers remain valid for the duration of the contract whilst deployed at Eskom sites. TSP shall ensure that the security officers are neatly attired in full uniform (PPE included, will be stipulated by Service Manager or the OSO) at all times and they must be provided with the equipment.

### **COMPETENCY TO POSSES AND USE OF FIREARM**

The service provider (TSP) will ensure that the security officers are registered and qualified at the grade required by NTCSA:

- TSP must ensure that its employees receive the necessary practical and theoretical training to ensure that the employees are competent to possess and use the firearms.
- Regulation 21 training will be conducted twice a year and in accordance with the Firearm Control Act, 2000.
- Records of such training will be sent to the Service Manager, or the OSO and a copy filed in each security officers file after each regulation 21 exercise.
- The training will be conducted at an accredited institution. All practical training or testing which will involve the actual firing of a firearm shall be conducted at a shooting range that complies with the applicable compulsory specification set in terms of the Standards Act, 1993 (Act No. 29 of 1993) and which has been accredited under the Firearms Control Act, 2000.

**Note: Security officers that obtain below 80% during the regulation 21 training sessions will not be allowed to work at NTCSA sites.**

### **Basic Level 1 first aid and Basic level 1 firefighting:**

All security officers placed will be trained on the basic level 1 first aid and the basic level 1 fire-fighting duties. Certificates of these training programs must be supplied to NTCSA Officer Security Operations prior to deployment.

## **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**

### **2.12.1 Equipment**

Not applicable.

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#### **2.12.2 Information and other things**

Not applicable

### **2.13 Management of work done by Task Order**

Work is only to commence upon receipt of a task order or purchase order,

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### 3 Health and safety, the environment and quality assurance

#### 3.1 Health and safety risk management

The Divisional/Regional Safety Risk Manager or his representative having jurisdiction over the service must provide the relevant safety, health and environmental (SHE) criteria for incorporation into this Service Information. The SHE specification / scope must be signed off by the Divisional/Regional Safety Risk Manager or his representative confirming that the applicable safety criteria have been taken into account.

The Commodity Manager / Buyer must refer the tender to the Divisional/Regional Safety Risk Manager or his representative in order to evaluate against enquiry-specific safety criteria.

The Contractor shall comply with the health and safety requirements contained in **Annexure B document identifier 240-77471499** which encompass the Eskom OHS legal and other requirements to this Service Information. In addition, the SHEQ specifications shall comply with in accordance with the **document identifier 240-73416879**.

#### 3.2 Environmental constraints and management

All materials disposed of by the contractor, should be signed over using a Waste Transfer form supplied by NTCSA. Further, if it is a hazardous substance, the contractor will dispose of it at an accredited waste disposal facility and provide the Service Manager with a Safe Disposal Certificate.

The Contractor shall comply with the environmental criteria and constraints stated in the attached Environmental Criteria, **Document Identifier: 240-108987034**

#### 3.3 Quality assurance requirements

The contractor shall comply with the following quality management requirements:

- The Contractor shall have an established Quality Management System according to the ISO9001:2015 Requirements.
- The Contractor shall manage Documentation and Records in accordance with ISO 9001:2015 requirements.
- The Contractor shall have a Quality Management Plan for each activity tendered for, the Quality Management Plan shall detail the systems that will be implemented to meet the applicable requirements as stated in the scope of work.

The Contractor shall have a Quality Control Plan that entails the records/reports to be submitted to the Employer at the end of each activity as evidence of successfully meeting the requirements for each activity tendered for as stated in the Scope of Work.

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## 4 Procurement

### 4.1 People

#### 4.1.1 Minimum requirements of people employed

##### Job Opportunities

Suppliers should propose the number of jobs to be created as a direct result of this contract. This proposal must be done in the table below:

Proposed number of Jobs	Number of Jobs to be Retain

#### Procurement spend on entities with a minimum 51% black ownership

The winning tenderer is encouraged to procure/spend on designated groups on the following paid invoices for both:

- the indirect expenses (e.g., overheads) on goods and services supplied to the contractor/supplier by designated groups; and
- direct spend on goods and services supplied by the subcontractors for the execution of the scope of work.

##### Skills Development

Tenderers are required to submit proposals in a table below for developing the skills of unemployed candidates in the country. Skills development is intended to address NTCSA's core, scarce and critical skills and the scarce and critical skills. These skills are also included in a 2020 list of occupations in high demand as stipulated in the Government Gazette 43937. Candidates shall be from all provinces in the country, and their composition shall be representative of the population demographics of South Africa

Skill type / Occupation		NTCSA's target	Proposed Number
Site Supervisor's	Matric	3	
First Aiders		3	

Note: For every R2M spend skills must be developed

Preference for skills development candidates shall be sourced from previously disadvantaged with preference given to local to site communities.

#### SDL&I Penalty and Performance Security

NTCSA will apply a penalty of 2.5% of the contract value for failure to meet SDL&I obligations. For the duration of the contract, NTCSA will retain 2.5% of every invoice (excluding VAT) as security for the fulfilment of all SDL&I Obligations. The retained amounts shall only be released to the Contractor upon:

- NTCSA receives the SDL&I progress report/s from the contractor.

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- Fulfilment of all SDL&I obligations by the contractor.
- Submission of an approved compliance report by SDL&I Department

### Reporting and monitoring

- The suppliers shall on a quarterly basis submit a report to NTCSA in accordance with Data Collection Template on their compliance with the SDL&I obligations described above.
- NTCSA shall review the SDL&I reports submitted by the suppliers within 30 (thirty) days of receipt of the reports and notify the suppliers in writing if their SDL&I obligations have not been met.
- Upon notification by NTCSA that the suppliers have not met their SDL&I obligations, the suppliers shall be required to implement corrective measures to meet those SDL&I obligations before the commencement of the following report, failing which Retention clauses shall be invoked.

Every contract shall be accompanied by the SDL&I Implementation Schedule, which must be completed by the suppliers and returned to SDL&I representative for acceptance 28 days after contract award. This will be used as a reference document for monitoring, measuring and reporting on the supplier's progress in delivering on their stated SDL&I commitments.

### 4.1.2 BBBEE and preferencing scheme

#### Transformation – BBBEE Improvement or Retention Plan

Transformation remains an area of focus, where NTCSA continuously strives to align itself with national transformation imperatives to unlock growth, drive industrialization, create employment and contribute to skills development.

NTCSA encourages its suppliers to constantly strive to improve their B-BBEE rating. Whereas Tenderer/s will be allocated points in terms of a preference point system based on specific goals, NTCSA also requests that tenderer/s submits their B-BBEE improvement or retention plan within 30 days of signing the contract.

Tenderer/s are therefore requested to indicate the extent to which they will maintain (only if the respondent is a Level 1) or may improve/maintain their B-BBEE status over the contract period if their B-BBEE status is level 2 or 3. Tenderer/s with a B-BBEE status level 4 at the time of contract award, shall migrate and achieve as a non-negotiable a milestone of B-BBEE Level 3 by the end of the first year of the contract and thereafter improve their B-BBEE status level or migrate by one level higher.

Tenderer/s with a B-BBEE recognition status of Level 5 to Level 8 or non-compliant at the time of contract award, shall migrate and achieve as a non-negotiable a milestone of Level 4 by the end of the first year of the contract and thereafter improve at least one B-BBEE Level higher of each year from the second year of the contract.

Tenderer/s are requested to submit their B-BBEE Improvement Plan as an essential document within 30 days of signing the contract.

**NB:** A valid B-BBEE certificate or Sworn Affidavit is a condition for contract award, if your company's annual Total Revenue is R10 Million or less you qualify as an Exempted Micro Enterprise therefore you can submit Sworn Affidavit. If your annual Total Revenue is R50 Million or less, you qualify as Qualifying Small Enterprise and must comply with all of the elements of QSE score card relevant to your sector unless an entity is at least 51% Black owned you are required to obtain a Sworn affidavit. If your Annual Total Revenue is above R50m you need to submit a Valid B-BBEE certificate.

In terms of the Preferential Procurement Policy Framework Act (PPPFA), the 80/20 scoring system will be applicable to this tender".

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

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Pmin = Price of lowest acceptable tender

80% Price, 20% BBEE

B-BBEE	Number of Points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

The following documents are required to claim preference points,

- Valid B-BBEE certificate issued by a SANAS accredited verification agency / sworn affidavit / CIPC affidavit.

"proof of B-BBEE status level of contributor" means-

- The B-BBEE status level certificate issued by an authorised body or person; or
- a sworn affidavit as prescribed by the B-BBEE Codes of Good Practice; or
- any other requirement prescribed in terms of the Broad-Based Black Economic empowerment Act

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

Not applicable

## 4.2 Subcontracting

### 4.2.1 Preferred subcontractors

Activities, as a proportion of the local procurement content, which may be subcontracted to designated black owned enterprises must be submitted in a table below.

Procurement from Designated Group	NTCSA Target	Tenderer Proposal
Black Owned	4.0%	
Black Women Owned	3.0%	
Black Youth Owned	2.0%	
Black Persons with Disability	1.0%	

### 4.2.2 Subcontract documentation, and assessment of subcontract tenders

Subcontractors must meet all the requirements of Main contractor as per the tender requirement.

### 4.2.3 Limitations on subcontracting



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The outcome of this process will result in appointment of one supplier, sub-contracting will be applicable. The tender shall be for the whole scope of work.

#### **4.2.4 Attendance on subcontractors**

Subcontractors must meet all the requirements of Main contractor.

### **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, each line item shall be catalogued on the SAP system

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## **5 Working on the Affected Property**

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

Successful service provider will need to undergo security screening by the State Security Agency before commencement of services.

### **5.2 People restrictions, hours of work, conduct and records**

Compliance to the Private Security Industry of South Africa regulations guidelines on working hours and relief of personnel where it is applicable.

Hours of work shall be as per PSIRA act on working hours for security companies.

### **5.3 Health and safety facilities on the Affected Property**

Refer to scope of work Document Identifier: **559-1944669472**

### **5.4 Environmental controls, fauna & flora**

Refer to 3.2 (Environmental constraints and management)

### **5.5 Cooperating with and obtaining acceptance of Others**

Not applicable

### **5.6 Records of Contractor's Equipment**

The Contractor shall keep and maintain their own inventory and record of their equipment and items used on site.

### **5.7 Equipment provided by the Employer**

Not applicable

### **5.8 Site services and facilities**

#### **5.8.1 Provided by the Employer**

Refer to scope of work Document Identifier: **559-1944669472**

#### **5.8.2 Provided by the Contractor**

Refer to scope of work Document Identifier: **559-1944669472**

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## 5.9 Control of noise, dust, water and waste

Refer to Health and Safety Risk Management point 3.1 above.

## 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

Not applicable

## 7 Schedule of Deficiencies and Penalties

No	Deficiency	Penalty
1	Security officer (SO not posted on duty as agreed upon. (Short posting)	One shift cost deduction
2	SO intoxicated/ or under the influence of liquor or drugs.	Permanent removal of SO from NTCSA contract duties.
3	Refusal by SO to comply with lawful instruction.	Permanent removal of SO from NTCSA contract duties.
4	Sleeping on duty.	One shift cost deduction
5	Desertion of post by SO	One shift cost deduction
6	Negligent by SO in the performance of their duties	Permanent removal of SO from NTCSA contract duties.
7	SO late for duty (tantamount to short posting)	One shift cost deduction
8	SO without a functional torch or spotlight	10% deduction of the SO shift rate
9	SO or site without a functional radio or PTT or Cell phone	10% deduction of the total monthly site cost
10	No functional panic button on site	10% deduction of the total monthly running cost
11	SO not wearing bullet proof vest. Vests worn without plates and wearing of non-level 3 bullet proof vests will be deemed as no bullet proof vest was worn.	50% deduction of the SO shift rate per occurrence
12	SO not armed in one shift	50% deduction of the shift rate
13	Non submission of guard patrol tracking reports	Non-payments of the total services

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		(i.e., the cost for the SOs)
14	Non submission of site inspections reports by Inspector and Operational Manager.	Non-payments of the total services (i.e., the cost for the SOs, overhead expenses)
15	Late reporting of patrol teams at designated reporting site.	Total shift cost deduction (i.e., the cost for the SOs, vehicle)
16	SO not wearing proper uniform items or uniform is worn out.	One shift cost deduction
17	SO not in possession of a baton or handcuffs.	10% deduction of the SO shift Rate
18	Unavailability of patrol teams on call out.	Total shift cost deduction (i.e., the cost for the SOs, vehicle)
19	No Fire Extinguisher or First Aid Kit.	One shift cost deduction
20	Deviation from the required route without permission	One shift cost deduction

**ALL THE FINES MUST BE DEDUCTED AND SPECIFIED ON THE MONTHLY INVOICE**

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## 8 THE CONTRACTOR PERFORMANCE SCORE CARD

KPA1	KPA	EVIDENCE	TARGET RATING	RATING Low=1 to Excellent=5
Service Delivery	Compliance to scope of work and requirements	Non-Conformance reports/ NP reports	3.5	
Customer Satisfaction	Improved customer services/ perceptions	Customer Survey	3.5	
Compliance	Legal & Regulatory Compliance	Report on Compliance / Inspection/ Audit Reports	3.5	
Crime and Incident Management	Incidents	Incident Reporting	Immediate Reporting/within 24hrs (3.5)	
	Incidents	Incidents Incident report Reduction in incidents	Reduction in incidents by 10% (3.5)	
	Losses	Zero Losses Report	Zero Losses (3.5)	
	Successes/ Recoveries	Reports	Increase by 5% (3.5)	
	Proactive initiatives	Crime prevention plans	At least 3 per quarter (3.5)	
Training	Attendance at training	Training report	95% compliance (3.5)	
	Record keeping	Training files	100% compliance (3.5)	
Firearm training and compliance	Compliance to Eskom and regulatory standards	Compliance reports/ inspection reports	100% compliance (5)	

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## 9 SCOPE OF WORK

Security Contractors Supervisor

Security Risk Management \_\_\_\_\_

Scope of works for Supervisors of (Company name) for \_\_\_\_\_ (Company

name for duration of contract \_\_\_\_\_ (Start date) \_\_\_\_\_ (End date).

Supervisor details: \_\_\_\_\_ (Name) \_\_\_\_\_ (Tel)

### Content of Scope of Works for guard posting at contracted sites

- A. Knowledge of scope of works / work instructions of all NTCSA sites under his/her supervision.
- B. Will train all guards according to scope of works and work instructions applicable for specific site.
- C. Guards posted on site according to the request for site with Grade C, Company ID Card, PSIRA ID card, operational equipment as per contract scope of works on site must all be in place when guard is posted.
- D. Security Company will be responsible for their own accommodation, meals and transport (**NO guard will stay on NTCSA site**).
- E. All sites to have 24-hour communications - cell 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 guards.
- H. No guards will be removed or changed at sites before NTCSA Security Risk Management Supervisor is notified verbally and a written report submitted of the reason, details of guard and details of replacement guard.
- I. All sites must be visited twice a week (one day shift, one night shift visit).
- J. Weekly site reports must be completed, fully and correctly, and submitted no later than 10h00 every Wednesday (week Thursday to Wednesday).
- K. When site has been visited, an OB report must be written in site OB. OB report must contain the following information:
  - name of guard on duty
  - time / date of visit
  - details of supervisor who made visit,

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- stance of operational equipment
  - firearm inspected,
  - registers inspected,
  - all faults reported,
  - all problems reported by guards - cross-reference with OB no.; date; time (this must also be reflected on weekly report under "general").
  - emergency equipment checked - fire extinguisher / first aid kit.
  - toilet clean.
  - Guard post neat and tidy.
  - Guards dressed in full uniform and bullet proof vest and neat and tidy.
- L. Make sure all registers are in place as per site and neat and tidy.
- M. Guard post neat and tidy.
- N. Guards dressed in full uniform and bullet proof vest and neat and tidy.
- O. All equipment is in good working condition.
- P. All complaints from NTCSA employees will be noted and immediately reported to NTCSA Officer Security Operations by Supervisor responsible for site.
- Q. Only orders given by NTCSA Security Risk Management Supervisor for site will be carried out.
- R. Incident flash report will be done as follows:
- Immediately telephonically to Security Risk Management Supervisor responsible for site.
  - Written flash report within 04 hours containing of the following details:
    - What happened
    - When (date and time)
    - Where,
    - Who (responsible / on duty / persons involved)
    - How,
    - Affidavits of security guards on duty and supervisor
    - Full report in 08 hours to NTCSA Security Risk Manager.
  - Supervisors and guards of (company name) will adhere to NTCSA:
    - ✓ Health and Safety Act
    - ✓ Emergency Plan per site.
    - ✓ Scope of Works
    - ✓ Work Instructions.

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### **Content of Scope of Works for armed response**

- I. As per points A-R per section 9.1.
- II. Armed response members fully trained in armed response.
- III. Armed response members in possession of firearm competency certificates.
- IV. Twice a year undergo firearm training as per Firearm Act for business purpose.
- V. Correct handing over of firearm procedures between shifts as per correct registers as per Firearm Control Act and safekeeping thereof.
- VI. Ensure armed response vehicles are deployed according to scope of works and area deployment.
- VII. Armed response vehicles to be roadworthy and equipped with correct equipment and documentation as per scope of works and work instructions.