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1.1 Employer's requirements for the service

1.1.1 SCOPE AND SPECIFICATIONS FOR THE SUPPLY SERVICES

- Provision of a comprehensive (24 hours) Physical Security Services (Static and Reaction team) comprising of armed and unarmed males and females Security guards, Grade C security Officers, Grade B Supervisors and Grade A Site manager over the period of thirty-six (36) months from 01 June 2024 – 31 May 2027.

1.1.1.1

1.1.1.2 Static Guarding

The provision of static unarmed and trained guards to perform the guarding duties at the above mentioned ERE sites. Observe surroundings, report suspicious incidents/activities/occurrences, and render guarding services at special events. Their key responsibilities will also include:


Access & Egress Control

Access &Egress control activities consist of:

- The control and management of the movement of employees, visitors, and contractors with the purpose of ensuring that only authorized personnel, vehicles, and materials are allowed to enter, move within, and leave the facility. This provides the protection for all personnel and property within, and the facility itself.
- Check all personnel access permits, visitor's permits, vehicle permits, and laptop/equipment permits for validity against date of issue or expiry date and if necessary, against ID document. Prevent access if permits are not valid, cancel permits and refer permit holder to the permit room and/or reception area.
- Access to visitors will only be allowed by means of positive identification (identity document, passport, or driver's license).
- Search all vehicles as per standard operating procedures. Check documentation with regard to toolboxes, equipment, parcels and other items and issue equipment sheets if necessary. Refuse access for prohibited items such as cameras, firearms and alcoholic beverages and refer to the Eskom Security Guard on duty.
- Check material removal permits and verify content and authorization signature. Confiscate items not described on the removal permit and hand in for safekeeping. Refuse exit with goods if an authorized manager did not sign removal permit.
- Lock and secure gates and doors after hours.

1.1.1.3 Reaction/ Emergency respond team

The provision of Reaction/emergency response armed and trained guards to perform the patrols, emergency response duties at the above mentioned ERE sites. Their key responsibilities will also include:

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Security Patrol duties

1.1.1.4 Ad-hoc Services (Tactical Response Team)

Security-related services required which may be requested for a specific task and any period, and at any given time which includes:

- Emergency and response activities.
- Crowd and Traffic management
- Testify in court cases/disciplinary hearings if required.
- Escort visitors/vehicles or persons when required
- Execute external access control duties on request.
- Carry out emergency drills when required.
- Perform any legitimate activity as required.

Eskom will from time to time require from the suppliers, ad-hoc security services to enhance its security operations in response to various operational conditions such as labour unrest. The services may be required outside normal operating hours and at outlying areas throughout the country and the supplier should be able to assist. If this is required, Eskom site representative shall officially inform the supplier to provide such services with a detailed list of requirements and performance standards.

The services will be paid for over and above the Agreement costs and will be at rates negotiated with Eskom in advance relative to the governance framework and the inflation rate.

The Ad hoc service requirements will under normal circumstances take place at the site where security services are provided and may be in response to changes in the normal operations of the site. The services may be requested for any period and at any given time.


The general ad-hoc service may under normal circumstance take the following process.

The Eskom site representative will issue an instruction to the supplier setting out the exact Ad hoc service requirements. This will include following details:

- The place,
- The time and period,
- The service start time
- The estimated end time (Duration),
- The number of guards and equipment (vehicles) to be deployed.
- Skills, competencies, and qualifications of Security Officers

The suppliers will then be required to respond upon receiving the request from the respective Eskom site representative. Ad hoc requirements for services to be rendered in Eskom sites will be totally at the discretion of the Eskom site representative and the Eskom Security Management. Invoicing for the required Ad hoc service will be submitted to the Eskom site representative with the monthly invoices and may be consolidated with the normal monthly invoice.

The invoice shall provide in detail, the time work started and ended, list of all personnel and equipment deployed.

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The manpower numbers are outlined in the tables below.


Table 1: Megawatt- park

| Physical security provision for MWP | Resources |
|---|-----------|
| Security resources Day-shift Monday to Friday | |
| Site manager | 1 |
| Security Supervisors Grade B (Unarmed) Day- Shift (D) Monday to Friday | 3 |
| Grade C, Armed Security guards) Day- Shift – (Monday to Friday) with 2 x operational vehicle | 4 |
| Security guards Grade C (Unarmed) Day- Shift (D) Monday to Friday | 70 |
| Security resources Night-shift Monday to Friday, Including (Weekends and P/H) Day & Nightshift | |
| Security Supervisors Grade B (Unarmed) Night- Shift (N) Monday to Friday | 1 |
| Grade C, Armed Security guards) Night- Shift – (Monday to Friday) with 1 x Operational vehicle | 2 |
| Security guards Grade C (Unarmed) Night- Shift (N) Monday to Friday | 25 |

| Table 2: Eskom Academy of Learning | |
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| Physical security provision for EAL | Resources |
| Site Manager | 1 |
| Security Supervisors Grade B (Unarmed) Dayshift (Mon-Sun, Including P/H) | 1 |
| Security Supervisors Grade B (Unarmed) Nightshift (Mon-Sun, Including P/H) | 1 |
| Security guards Grade C (Unarmed) Dayshift (Mon-Sun, Including P/H) | 26 |
| Security guards Grade C (Unarmed) Nightshift (Mon-Sun, Including P/H) | 26 |
| Grade C, armed Security guards, 24/7 with 1 x operational vehicle | 2 |

| Table 3: Eskom Research and Innovation Centre | |
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| Physical security provision for ERIC | Resources |
| Security Supervisors Grade B (Unarmed) Day-shift (Mon-Sun, Including P/H) | 1 |
| Security Supervisors Grade B (Unarmed) Nightshift (Mon-Sun, Including P/H) | 1 |
| Security guards Grade C (Unarmed) Dayshift (Mon-Sun, Including P/H) | 11 |
| Security guards Grade C (Unarmed) Nightshift (Mon-Sun, Including P/H) | 10 |
| Grade C, armed Security guards, 24/7 with 1 x operational vehicle | 2 |

| Table 4: Lephalale Land Management sites | |
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| Physical security provision for Lephalale Land Management | Resources |
| Site manager | 1 |
| Security Supervisors Grade B (Unarmed) Dayshift (Mon-Sun, Including P/H | 2 |
| Security Supervisors Grade B (Unarmed) Nightshift (Mon-Sun, Including P/H) | 2 |
| Security guards Grade C (Unarmed) Dayshift (Mon-Sun, Including P/H) | 12 |
| Security guards Grade C (Unarmed) Nightshift (Mon-Sun, Including P/H) | 10 |
| Grade C, armed Security guards, 24/7 | 4 |

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|---|--|
| 4 x Patrol Vehicle 4 x 4 One vehicle with canopy, benches, and safety belt | |
| <ul style="list-style-type: none"> • Three vehicles without canopies • All 4 vehicles fitted with tow bars • All vehicles must be branded with strobe lights | |
| Average month 4000km per vehicle | |
| 5x Panic Button | |
| 8x Ablution Facility | |
| 2x Water Mobile Tank | |
| 8x Guard Shelters | |
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N.B All security officers' equipment /site requirements listed below shall form part of the scope for the provision of security services and shall be covered in the **overhead fee and profit percentage** payable to the supplier to ensure that the officers are fully equipped to perform their duties.

- Uniform (Corporate and Combat) as per Eskom uniform standard.
- PPE (Summer e.g., hats, caps, raincoats, etc. and Winter e.g., winter jackets, scarfs, bennies, etc.)
 - Batons
 - Pepper Spray
 - Torches
 - Communication devices e.g., PPT, PTT (incl SMART PTT and iTalk devices), Two-way radios and/or cell phones
 - Handcuffs
 - Fire extinguishers for vehicles
 - First aid kits
 - Real time guard monitoring devices/ systems and reporting capability
 - Access control services such as breathalyzer testing and access control monitoring
 - Bullet proof vests (Level III Special SA Mix) or Bullet proof vest suitable to be worn with corporate uniform.
 - Security uniforms
 - Firearms (9mm pistols and Rifle) – only applicable to Reaction team.
 - **Reaction team: Crime Prevention vehicles (Emergency response and patrols)**
 - **Panic buttons x 4**
 - **Clocking points**

Eskom may require that all alarms be connected to its integrated Security Control Centre in order to experience first-hand, all security activities taking place in its installations and to proactively monitor all response activities pertaining to security incidents. All site layouts and maps shall be provided by Eskom and shall remain the property of Eskom.

Eskom may also require that all suppliers possess the necessary capability and capacity to provide internal Tactical Response support or to contract the service from third party suppliers. In the event that the service is contracted externally, Eskom reserves the right to conduct technical evaluations on the third-party supplier based on its technical criteria.

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1.2 Minimum capabilities of the service provider

- The service provider must comply Registration with the Registrar of companies, SARS, COID, Private Security Industry Provident Fund etc.
- Each of the managers, directors, executives, members, partners or trustees must be registered with PSIRA and must have a recognised Grade B qualification (in terms of Section 23 of the PSIRA Act).
- The Security Company must be registered with the PSIRA and all employees registered and graded according to PSIRA Standards of Grading.
- The Supplier must be in good standing with PSIRA and levies must be paid as required by the Authority
- The company is well established and in existence for at least 18 months.
- Be able to supply, sustain and manage a sufficient number of dedicated Security components for the duration of the contract period guards to satisfy the requirements of Eskom.
- PSIRA identification cards must be carried whilst on duty at an Eskom site.
- The supplier must be accredited to provide services at the installations declared as NKP by SAPS and must be possess a letter of good standing from the SAPS NKP Secretariat.
- Valid letter of good standing from PSIRA.
- Valid letter of good standing from the Compensation Commissioner.
- Valid letter of good standing from the Private Security Industry Provident Fund.
- Proof of Skills Development Levy (SDL) payments for the last three months.
- Proof of most recent Employment Equity report submission Proof of Work Skills Plan (WSP) Annual Training Report (ATR) submission and approval letter from SASSETA.


1.4 Responsibilities of the service provider/supplier

The supplier shall, on commencement of the contract with Eskom comply with the following:

- ✓ Ensure full compliance to PSIRA, NKP, and Eskom policies and procedures.
- ✓ Ensure all guards are transported punctually to commence duties as per the scheduled shifts.
- ✓ Ensure full compliance with Eskom Health Safety policy and vehicle safety policies.
- ✓ Supply medical certificates and PSIRA certificates for each employee.
- ✓ Detailed plan to supply additional personnel in case of emergencies and special projects at Eskom.
- ✓ Detailed strike management plan and a list of manpower to counter shortfalls during labour actions.
- ✓ The company will be responsible to refund/reimburse all damages to Eskom equipment resulting from its employees whilst on Eskom sites.
- ✓ The security guards will be subject to a fitness evaluation at the discretion of Eskom.

1.5 Minimum skills and competencies required

All the Security officers shall possess all or some of the following minimum competencies and qualifications:

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- Communication skills/written/Oral communication in English, radio communication and good telephone etiquette.
- Additional requirements for an additional language will be specified by Eskom Site representative.
- Ability to always demonstrate highest level of professionalism.
- Ability to engage the public with authority and respect.
- Knowledge of customer relations.
- All Security Officers must be South African Citizens or have a valid South African work permits in the event that they are foreign nationals.
- Complete personnel file containing all security officers' qualifications and competencies, interview results to be furnished to Eskom prior to the commencement of service.
- Security Officers must demonstrate the ability to track suspicious behaviour at all times, to conduct arrests and to recover stolen property.
- Security Supervisors must also be able to the ability to conduct basic investigation at crime/incident scenes in respect of the following:
 - ✓ Identify a crime scene
 - ✓ Secure and preserve a crime scene
 - ✓ Identify and secure evidence
 - ✓ Identify possible suspects and witnesses
 - ✓ Generally, gather evidence

Training


All Security personnel deployed must be trained in terms of the various legislative requirements. (PSIRA&NKP). They must further demonstrate good command in respect of the following legislations and competencies:

- PSIRA Act,56 of 2001
- Firearms Control Act,60 of 2000
- Control of Access to Public premises and Vehicles Act 53 of 1985
- Occupational Health and Safety Act, 85 of 1993.
- Criminal Procedure act, 51 of 1977, as amended.
- Emergency preparedness
- Guarding and patrolling
- Report writing
- Arrest and search procedures
- Gathering of relevant information and establishing facts
- Basic first Aid
- Fire fighting
- Physical and mentally fit for the job.

6.3 Over and above the security personnel, the contractor must assign a contract representative whose responsibilities will be among others the following.

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


- Company liaison on site dealing with all aspects of the contract.
- Ensure that shift complement is according to shift posting plan
- Ensure that the shift times are adhered to, including appropriate shift hand over time.
- Ensure that all personnel are fully equipped and fit for purpose.

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- Address all personnel human resources issues, Eskom representatives will not be involved in any HR issues related to the contractor's employees.
- Address operational grievances with Eskom supervisors.
- Liaise with Eskom supervisors to schedule staff for on-job training.
- Address complaints raised by Eskom Security Management within 8 hours.
- Daily interfaces with Security Management with respect to operational contractual issues as well as service provider staff performance.
- Carry out on-site Training/Re-training of SO's as and when required
- Attend contract safety forums. The site representative, or designated person, should act as Safety Representative for the company.
- To do site inspection 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.
- Set up monthly meeting with Eskom Security Manager to evaluate performance of the service provided.
- 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.

6.4 Standard of performance

- The service provider/supplier shall comply with the following:
 - ✓ No security guard or supervisor will be assigned, reassigned or transferred within or away from the site prior notifying Eskom Security Manager for the specific site, where the service is rendered.
 - ✓ All staffing will comply with the Eskom standard operating procedures.
 - ✓ Ensure that all assigned personnel pass comprehensive pre-employment background/reference check.
 - ✓ Ensure that all its guards (confirmed for employment at Eskom sites) shall report for all shifts 15 minutes before the afore mentioned hour as to facilitate a smooth shift change over.
 - ✓ Ensure that its employees do not contravene the legislative prescripts. If the service provider fails to comply or take the necessary measures to ensure that its guards comply with the legislative prescripts, Eskom shall reserve the right to implement penalties.
 - ✓ The supplier shall provide Eskom, seven days prior to commencement of its employee with a letter or affidavit on each of its security guards certifying that the individual has met all the hiring and training requirements as stipulated in PSIRA Act and Eskom training standard (available on request).
- Further, the contractor shall submit certified copies of the following for each of its personnel:
 - ✓ Grade C PSIRA certificate for all guards and Grade B supervisors and site representatives
 - ✓ Matric certificate
 - ✓ Identity document

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- Ensure that all necessary equipment, services or material as required are kept in the condition as required by law, regulations and procedures and readily available for Eskom to inspect and test without prior notice. The inspections will be conducted in such manner so as not to interfere with the ability of the service provider to perform its obligations.
- If Eskom determine as a result of these inspection that the services, equipment, documents, or materials is not kept satisfactorily, Eskom shall inform the service provider in writing. Eskom shall reserve the right to require the service provider to take immediate action to bring such matters into compliance and/or impose penalties in accordance with a schedule as mutually agreed upon between service provider and Eskom prior to initiation of the contract.

Refer to NEC TSC3 Scope of Work