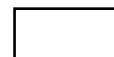


SCOPE OF WORK FOR PROVISION OF SECURITY SERVICES IN TRANSNET ENGINEERING REGIONS – INCLUDING PLANTS AND EXTENDED MAINTENANCE DEPOTS

Date of release: August 2022

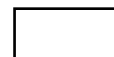
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DOCUMENT AUTHORITIES

| | |
|---------------------|---|
| Department | Security and Forensics |
| Department Affected | Security and Forensics |
| Effective Date | 01 January 2023 |
| Responsible Person | Paulos Matosa |
| Designation | Senior Manager: Security and Forensics |
| Signature & Date |  2022/08/23. |
| Compiled by | Paulos Matosa |
| Designation | Senior Manager: Security and Forensics |
| Signature& Date |  2022/08/23. |
| Reviewed by | Max Baloyi |
| Designation | Corridor Security Manager: Transnet Engineering |
| Signature and Date |  2022-08-22 |
| Approved by | Neil Naidu |
| Designation | Executive Manager: Security and Forensics |
| Signature & Date |  23 August 2022 |



1. INTRODUCTION

- 1.1** Provision of Security Services within Transnet Engineering (TE) is one of essential services required for safeguarding of assets including employees, contractors and visitors. These services are provided through suitably registered, qualified and experienced Security Management Company that meet the requirements of the TE scope of work and evaluation criteria.
- 1.2** Sections below provide details on the specific services required and the information that will be required for the Security Companies to be considered as part of evaluation process.

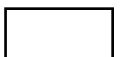
2. SCOPE OF WORK

Transnet Engineering (TE) is seeking to acquire services of a suitably registered, qualified and experienced Security Management Company to safeguard the TE assets including but not limited to machinery, material and employees, including visitors and contractors. The security services shall be rendered to all TE Regions (which includes the Plants and associated maintenance depots) as listed on **Annexure C 1-5**.

The Service Provider shall provide access and egress control in line with the deployment plan or requirement for each site. Site inspections will also be required to be undertaken in order to make sure that intruders are identified and removed from site to ensure safety and security of assets are maintained.

2.1 *Provision of Static Security Services:*

- 2.1.1 Provide Grade C; B and A Security Guards for Day and Night Shifts to safeguard Transnet Engineering Assets;
- 2.1.2 Provide required equipment – detailed in **Annexure C – Pricing Schedule** (Portable Radios, Cell phones; Torches/ Flashlights, etc.):
- Provide Firearms, Ammunition and Bullet proof where applicable and based on the risk assessment that will be conducted;
 - Provide site Supervisors/Area Manager (Grade A) per Region to ensure compliance in line with the Specification and Service Level Agreement; Provide Permit Officials at the TE Business Centres main entrance points;
 - Conduct service specific security risk assessment for the centres and depots where the service required will be rendered.



- Ad-hoc Services must be catered for as and when a need arises due to emergency, operational needs and unforeseen circumstances.

2.2 Incidents/Occurrence Management

- 2.2.1 Report all Security Related incidents immediately after they occurred. All incidents must be reported to TE Security Manager for the centre/and Corridors immediately or before the end of the shift (i.e. within 12)
- 2.2.2 Conduct and provide incident investigation reports for all Security related incidents within the area of responsibility.
- 2.2.3 Preliminary investigation must be undertaken immediately after the incident and the full, detailed investigation must be conducted within 7 days from the date of an incident, report to be submitted.

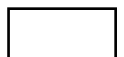
2.3 Provision of Performing Animals

- 2.3.1 Provide suitably trained and fit for duty Security dogs and provide suitably qualified dog handlers and all required equipment for managing dogs.
- 2.3.2 The following types of dogs must be provided: Rottweiler, Bulldog, Boerboel, Siberian Husky, German Shepard and a Pitbull.
- 2.3.3 Provide a valid medical card for each dog to be deployed at relevant TE sites as identified.
- 2.3.4 In case services will be subcontracted, the prospective service provider must supply documented proof of a working relationship with the subcontractor that will be supplying performing animals in order to ensure compliance with Performing Animals Protection Amendment Act 4 of 2016 (PAPAA).

2.4 Provide Escort Security Services

- 2.4.1 Provide Escort Security Services to TE Technicians in the six Regions/Plants/Corridors from their depots to where the call outs must be executed.
- 2.4.2 The armed guards provided must remain with the technicians for the duration of their official activities until completion and escort them back to their depots.
- 2.4.3 Provide vehicles for the Region with a driver and a co-driver who are fully armed and trained for Security Escort Services as and when required.
- 2.4.4 Driver and the co-driver must be in possession of valid driver's license and valid firearm competency certificate from SAPS.

202208 Spec - Provision of Security Service to TE



- 2.4.5 Escort service will be activated on as and when basis and as requested by the technicians deployed to work in remote areas and vehicles used must be suitable and relevant for the areas they required to drive in (e.g. "high-ride" vehicles with adequate ground clearance to ensure safe driving on service routes unless otherwise agreed with the Controlling Officer in writing.
- 2.4.6 The vehicles must be deployed within proximity to the Centre or Depot for quick response. The service provider shall ensure that vehicle logbooks are kept with all vehicles and are completed correctly and fully on a per shift basis as proof before claiming any costs from the TE. TE may at any given time request the service provider to provide such logbooks for inspection purposes. Should such vehicle logbooks as requested be found not to be correctly and fully completed (updated), TE may refuse payment of costs claimed in respect of the vehicle(s) in question

2.5 *Crime Prevention Team*

- 2.5.1 Provide a Crime Prevention Team to be deployed at hot spots to normalise the situation on as and when required basis.

2.6 *Security Clearance*

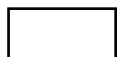
- 2.6.1 The preferred bidder will be required to produce evidence of South African Police Services (SAPS) criminal clearance for the Security Management holding company and security personnel to be deployed at TE premises to provide the security services.
- 2.6.2 Once a Service Provider has been awarded the contract, they will be subjected to security vetting by the State Security Agency (SSA).

2.7 *Safety and other Requirements*

- 2.7.1 Personnel Protective Equipment in a form of Safety Shoes, Reflector Vest, Rain Coats or Umbrellas and any other PPE that may be identified as required by the specific risk assessments.
- 2.7.2 Prospective Service Providers are experts in their field, they are obliged to identify any shortcomings, such as omissions or sub-standard requirements, to the completeness of this specification. These must be brought to the attention of TE with alternatives to address these shortcomings.

3. INFORMATION REQUIRED-SUBMITTALS

202208 Spec - Provision of Security Service to TE



3.1 **Mandatory Submittals**

3.1.1 The following documentation must be submitted with the tender documents in order to be considered. It must be noted that these documents or records will be used during the evaluation process:

Proof of provision of similar scope of work (services) and experience

- The prospective Service Providers must provide documented proof of having provided similar service in a form of **reference letter(s)**.
- Reference letters shall include addresses as well as contact person (s) who may be visited or contacted to verify correctness of information contained in the reference letter.
- Reference letters must also contain the number of security guards, security services that are/were rendered and the contract period.
- Information contained in the reference letters must be captured and summarised using **Annexure F** provided as part of this specification document.

Note (Evaluation Criteria *Annexure D*):

- *The prospective Service Provider must have 5 or more years of experience providing similar service to be considered for this contract.*
- *Only contracts that would have been active during the time of tender will be considered for capacity evaluation criteria.*

PSIRA Registration for the Service Provider

- Copy of a valid PSIRA Certificate (i.e. letter of good standing) confirming registration of the Service Provider with PSIRA.

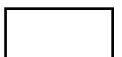
Performing Animals Protection Amendment Act 4 of 2016 (PAPAA)

Licence

- Copy of a valid Performing Animals Protection Licence for the Service Provider or sub-contracted Service Provider.

Unemployment Insurance Fund (UIF)

- Proof of company's contribution towards UIF (letter of good standing from Department of Employment and Labour).

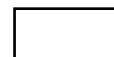


3.2 Safety Health and Environmental Requirements

- 3.2.1 The appointed service provider will be expected to comply with all legal and other requirements pertinent to the service being provided, including **Safety Health and Environmental (SHE)** requirements for Transnet Engineering.
- 3.2.2 The appointed service provider will be expected to submit the following for review and approval before the commencement of the activities on site:
- SHE File containing but not limited to; a comprehensive site-specific risk assessment, SHE Plan detailing how the service provider will manage SHE issues relevant to the service that will be provided.
 - SHE Training Plan detailing how employee's skills development and registrations renewals will be undertaken during the duration of the contract.
 - Business Continuity Plans detailing how the events of major disruptions will be managed. Emergency response plan, incident reporting and investigation, deployment of task teams; among others must be detailed in the Business Continuity Plan.

3.3 Security Operations Management

- 3.3.1 The appointed Service Provider will be expected to submit for review and approval Operations Management Plan detailing but not limited to:
- Plan detailing the execution of the security services for the duration of the contract.
 - Procedure addressing deployment of security guards' scenarios to different posting locations.
 - Procedure addressing access and egress search procedure including the conduct/etiquette required from security guards.
 - Procedure addressing Site Inspections, i.e. what to look for when conducting a site inspections and reporting of inspection findings - **what to who and when?**



3.4 **Human Resource Management.**

3.4.1 The appointed Service Provider will be expected to submit for review and approval the following Human Resource Management requirements:

- Company Policy (s) or Procedure (s) containing details regarding; Recruitment and Selection, Sick leave, Annual leave, Family responsibility leave, Maternity leave and study leave, Criminal Record Verification, Grievance management, Dispute resolution (between employer and employees) and Disciplinary or consequence management process(s).
- Proof of ability to provide security guards working uniform clothing in a form of a formal agreement(s) with a supplier(s)

3.5 Note: *Prospective Service Providers will complete all the necessary documents in full and must indicate whether their offer complies with each item of the specification. Should there be insufficient space for furnishing full details; Service Providers shall provide the additional details in their covering letter. The additional details shall be numbered in accordance with the applicable clause specified in the specification.*

4. **SECURITY MANAGEMENT LEGAL REQUIREMENTS**

4.1 Legislative requirements to be complied with include, but not limited to the following pieces of legislation:

- "PSIRA" – means Private Security Industry Regulatory Authority;
- "COIDA Act" – means the Compensation for Occupational Injuries and Diseases Act (130 of 1993), as amended;
- "OHS Act" – means the Occupational Health and Safety Act and its Regulations (85 of 1993), as amended;
- "PAPAA" – means the Performing Animals Protection Amendment Act (4 of 2016), as amended;
- "POPI Act" – means the Protection of Personal Information Act (4 of 2013), as amended; and
- "Company's Act" – means Company's Act (71 of 2008), as amended.

- 4.2** All services to be rendered whether detailed in this specification or not shall comply with the requirements of the Occupational Health and Safety Act 85 of 1993 as amended and all other applicable legislation including specific set of regulations and local authority bylaws where applicable. All equipment shall be designed to be fail safe.

5. TRANSNET SECURITY MANAGEMENT COMPLIANCE REQUIREMENTS

- 5.1** The appointed Service Provider will be required to comply with Transnet Policies and Procedures as outlined in the Transnet Integrated Management System, which include but not limited to the following:

- Procedure 004 - Operational Risk Management
- Procedure 005 - Compliance Obligations
- Procedure 013 - Occurrence and Non-Conformance Management
- Procedure 014 - Contractor Management
- Procedure 016 - Business Continuity Management.

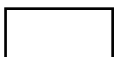
- 5.2** The Service provider must be prepared to sign an indemnity and confidentiality forms with Transnet Engineering.

6. SECURITY PERSONNEL DEMANDS PER REGION/CORRIDOR (ANNEXURE C)

- 6.1** Refer to documents to be responded to by bidders.

7. SECURITY EQUIPMENT DEMAND PER REGION/CORRIDOR (ANNEXURE C)

- 7.1** Refer to documents to be responded to by bidders.



8. EVALUATION CRITERIA

8.1 Technical Pre-Qualifying Criteria (Annexure A1 -5)

| # | Requirements | Documented Evidence Required | Yes | No |
|---|--|--|-----|----|
| 1 | Service Provider is PSIRA Registered | Copy of PSIRA Certificate (letter of good standing) confirming registration of the Service Provider. | | |
| 2 | Service Provider must be in possession of a valid Performing Animals Protection Amendment Act 4 of 2016 (PAPAA) License. | Copy of a Performing Animals Protection Amendment Act License for the service provider or sub-contracted Service Provider. | | |
| 3 | Unemployment Insurance Fund (UIF) | Proof of company's contribution towards UIF (letter of good standing from Department of Labour) | | |
| 4 | Acceptance of the scope of work as detailed in the specification. | Signed Annexure E: Acceptance of Specification. | | |
| 5 | Compensation for Occupational Injuries and Diseases Act | Letter of good standing from COIDA | | |

Technical Evaluation Criteria (Annexure D)

Annexure D - Technical Questionnaire (Phase 1 _Technical Desktop Evaluation)

| Area | Category | Reference Page | Category Score | Score Required | Score achieved | Score % |
|------|---|----------------|----------------|----------------|----------------|---------|
| 1 | Organizational structure and capacity. | | 32 | | | |
| 2 | Uniform and Safety equipment. | | 8 | | | |
| 3 | Basic Condition of Employment Act (BCEA) – Sectorial Determination. | | 16 | | | |
| 4 | Human Resources Policies and Procedures | | 20 | | | |
| 5 | Human Resources | | 12 | | | |
| 6 | Health and Safety. | | 12 | | | |
| | TOTAL | | 100 | 80 | | |

The Desktop and Technical evaluation criteria is as follows:

| No | Requirement | Description | Evidence Acceptable | Scoring Guideline | Evidence (Indicate applicable page/annexure in your submission) | Scoring Achieved | Weighting |
|----|---|--|--|-------------------|---|------------------|------------------|
| 1 | Organizational structure and capacity. | Company has organizational structure and capacity to service Transnet. | Company Profile and management structure of Company/ Organogram on a company Letterhead (National and Regional) Company profile – 2 points Management Structure of Company/Organogram – 2 points Failure to submit documents will result in Zero (0) being allocated | 4 | | | 32 points |
| | | | Total number of employees - Letter of confirmation from PSIRA Letter of confirmation from PSIRA – 4 points Failure to submit documents will result in Zero (0) being allocated | 4 | | | |
| | | | Total number of clients (provide at least 4) 4 or more clients – 8 points 3 clients – 6 points 2 clients – 4 points 1 client – 2 points Failure to submit documents will result in Zero (0) being allocated | 8 | | | |
| | | | Total number of vehicle owned/leased by the company (provide at least 4 vehicles) 4 or more vehicles – 8 points 3 vehicles – 6 points 2 vehicles – 4 points 1 vehicle – 2 points 0 Vehicles – 0 points Failure to submit documents will result in Zero (0) being allocated | 8 | | | |
| | | | Provide a list of all supervisors in current employment highlighting the PSIRA Grades. 4 or more supervisors – 8 points 3 supervisors – 6 points 2 supervisors – 4 points 1 supervisor – 2 points Failure to submit documents will result in Zero (0) being allocated | 8 | | | |

| | | | | SUB TOTAL (POINTS) | | | |
|---|--|---|--|--------------------------------------|--|--|------------------|
| 2 | Uniform and Safety equipment. | Uniform and safety equipment provided by the bidder, which represent the organization. | Uniform presentation: Picture of a uniformed Security Officer in Combat and Step-out uniform for both male and female bearing a company logo– 4 points Full Uniform both male and female combat and step-out – 4 Points Only Male or Female Submitted – 3 Points Only one type submitted (Step-out/Combat)- 2 Points Incomplete Uniform- 1 Points Failure to submit photos will result in Zero (0) being allocated | 4 | | | 8 points |
| | | | Current Uniform Suppliers provide purchase order/Invoice – 4 points Failure to submit documents will result in Zero (0) being allocated | 4 | | | |
| | | | | SUB TOTAL (POINTS) | | | |
| 3 | Basic Condition of Employment Act (BCEA) – Sectorial Determination. | Compliance to legislation. (Copies of Policies and procedures to be submitted with Bid) | 2 points are allocated to each item below Company policies (which contain listed below) Sick leave Annual leave Family responsibility leave Maternity leave Study leave Unemployment Insurance Fund (UIF) – latest proof of payment Provident Fund – latest proof of payment Failure to submit documents will result in Zero (0) being allocated | 2 2 2 2 2 2 2 2 | | | 16 points |
| | | | | SUB TOTAL (POINTS) | | | |
| | | | | | | | |

| | | | | | | | |
|---|--|---|--|---|--|--|------------------|
| 4 | Human Resources Policies and Procedures | Capability to act within legislation. The bidder must protect Transnet in terms of the acts: (Copies of Policies and procedures to be submitted with Bid) | 2 points are allocated to each item below | | | | 20 points |
| | | | HR Policies and Procedures | 2 | | | |
| | | | Recruitment and Selection Policy | 2 | | | |
| | | | Terms and Conditions of employment | 2 | | | |
| | | | Policy address employment of RSA Citizen | 2 | | | |
| | | | Policy address Educational level | 2 | | | |
| | | | Policy address Medical examination | 2 | | | |
| | | | Policy address Criminal record verification | 2 | | | |
| | | | Policy address Qualification(s) Verification | 2 | | | |
| | | | Grievance Procedures | 2 | | | |
| | | | Disciplinary Procedure | 2 | | | |
| | | | Failure to submit documents will result in Zero (0) being allocated | | | | |
| | | | SUB TOTAL (POINTS) | | | | |
| 5 | Human Resources. | Capacity to provide a service. (submit copies of contracts per level as well as provide 3 x pay slips showing the required information) | Employment contracts - 3 contracts (Grade A, B and C) Contracts for all 3 grades – 2 points Contracts for 1 or 2 grades – 1 point Failure to submit documents will result in Zero (0) being allocated | 2 | | | 12 points |
| | | | Pay slips of the three (3) employees above not older than 3 months Pay slips for 3 employees grades – 3 points Pay slips for 2 employees grades – 2 points Pay slips for 1 employee grades – 1 point | 3 | | | |
| | | | Pay slips of the three (3) employees above not older than 3 months Normal working hours – 1 point Overtime – 1 point Sunday Time - 1 point Public holiday time - 1 point Statutory deductions – 1 point No unlawful deductions – 1 point Failure to submit documents will result in Zero (0) being allocated | 6 | | | |
| | | | Time and attendance register – 1 point | 1 | | | |

| | | | | | | | |
|---|--------------------|---|--|--------------------|--|---------------------|-----------|
| | | | Failure to submit documents will result in Zero (0) being allocated | | | | |
| | | | | SUB TOTAL (POINTS) | | | |
| 6 | Health and Safety. | Compliance to Occupational Health and Safety Act 85 of 1993 | OHS Act Training OHS Act Training Plan – 4 points OHS Act Training Register – 4 points Failure to submit documents will result in Zero (0) being allocated | 8 | | | 12 points |
| | | (Provide copies of training plan, training register and letters of appointment) | Health and Safety representatives 4 or more representatives – 4 points 3 representatives – 3 points 2 representatives – 2 points 1 representative - 1 point Failure to submit documents will result in Zero (0) being allocated | 4 | | | |
| | | | | SUB TOTAL (POINTS) | | | |
| | | | | | | Total points scored | 100 |
| | | | | | | Percentage Scored | 100% |

Respondents are to note that Transnet will round off final technical scores to the nearest two decimal points for the purposes of determining whether the technical threshold has been met. Respondents to submit supporting documentation to assist the evaluators in scoring. Failure to provide adequate and relevant supporting document will result in a low score, or a zero score, due to lack of evidence or supporting documents. ***The minimum threshold for the desktop technical evaluation [Phase 1] must be met or exceeded for a Respondent's Proposal to progress to the technical site visits [Phase 2].***

Annexure E
THE PROVISION OF SECURITY SERVICES FOR TRANSNET ENGINEERING FOR A
PERIOD OF TWENTY FOUR (24) MONTHS

ACCEPTANCE OF SCOPE OF WORK

Transnet encourages its Service Providers to familiarize themselves with the scope of work and accept that the scope of work is a pre-qualification criteria condition of this RFP.

Do you accept the SECURITY SERVICES scope of work presented in Section 2 of the Specification?

of this RFP

Yes

No

If no, please state the reasons why you object:

Name and Surname:


Signature

For and on behalf Service Provider

Date: _____

Note: *Failure to accept the scope will result in your bid considered non-responsive.*

Annexure F
PREVIOUS EXPERIENCE AND REFERENCES

| PREVIOUS EXPERIENCE AND REFERENCES | | | | | | | |  |
|---|---------------|-------------------------------------|-----------------|---------------|------------------|---------------------------|------------|---|
| # | Client's Name | Name of the Client's Contact Person | Contact Details | | Number of Guards | Duration of the Contracts | | |
| | | | Phone Number | Email Address | | Number of Years | Start Date | End Date |
| | | | | | | | | |
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I (full names), ID numberhereby give Transnet Engineering consent to contact the above-mentioned clients to confirm the correctness of the information provided.

Signed at On theof20.....

Signature: