

RUSTENBURG LOCAL MUNICIPALITY



DIRECTORATE: PUBLIC SAFETY LAW ENFORCEMENT AND SECURITY SERVICES

P O Box 16, Rustenburg, 0300, North West Province, South Africa
Tel: (014) 590 3220 Fax: (014) 590 3227 Email : rmakinita@rustenburg.gov.za

A. TECHNICAL SPECIFICATIONS AND EVALUATION CRITERIA FOR SECURITY SERVICES AND AERIAL SURVEILLANCE AND MONITORING

PHYSICAL GUARDING OF THE RUSTENBURG LOCAL MUNICIPALITY ASSETS:

INCIDENT REPORTING

- Interim incidents are to be reported telephonically to the Security Manager immediately, and then the summary report must be e-mailed within 24hrs.
- Final incident reports, having concluded the investigation, to be forwarded to the Security Manager at Rustenburg Local Municipality within 72hrs.
- All reports to be in writing
- The contracted security provider must report all incidents reportable to SAPS and or Rustenburg Local Municipality within a prescribed period.

OPERATIONAL REPORTS

- Action items noted in Occurrence Book must be responded to within 48hrs
- Weekly report for preceding Month to be submitted electronically by 14:00 on Monday of the week
- Monthly report for the preceding Month to be submitted by the 3rd of the following month.
- Reports format to be in line with Rustenburg Local Municipality requirement, having given consideration to the type of facility where security services are provided.

ACCESS (ENTRY/EXIT) POINTS

- Cash Management
- Register/ Documents to be kept thereat:
 - Occurrence Book
 - Visitors register
 - Vehicle register
 - After-hours register
 - Asset removal permit
 - Private equipment declaration register
- Access is to be controlled at all entry/exit point

- All visitors including Rustenburg Local Municipality employees not ordinarily occupants at the premises, would be required to sign the visitors register
- Where prior arrangements have been made with the security personnel on duty, she/he will be provided with the list of the visitors against which all visitors would have been checked prior being allowed access onto the premises.
- Visitors will only be allowed onto premises once the security personnel on duty have satisfied him/herself of the authenticity thereof. This may vary given type of the facility under management.
- All persons including Rustenburg Local Municipality employees who are ordinarily occupants at the premises, visiting after business hours must sign an after hour register.
- Removal of Rustenburg Local Municipality assets(s) not ordinarily associated with outside daily operations, e.g. grass cutting, and would have to be authorized by the Site Manager.

PERIMETER FENCING

- To be inspected at least once daily
- Any stacking of articles around the fence and/or any situation which may compromise the integrity and effectiveness of the fence to be reported immediately and documented in OB in Red Ink.
- Status thereof to form part of monthly operational report
- Report on any situation, e.g. vagrants along the fence, which threaten or have potential to threaten the integrity and effectiveness of the perimeter fence
- Entry/exit points to be permanently locked at all times after normal business hours (16H30-07H30)

PARKING AREAS

- Guards to undertake constant patrol, especially after normal business hours
- Guards to check whether vehicle doors and windows are properly secured and locked
- Guards to undertake daily recon of vehicle thereat to the vehicle register
- Guards to ensure that all the vehicle parts, including spare wheels, batteries etc. are safeguarded at all times whilst the vehicle is in the parking area

MAIN BUILDINGS

- Guards to undertake constant patrol, especially after normal business hours
- Guards to check whether vehicle doors and windows are properly secured and locked
- Any exception must be reported to the Security Manager at Rustenburg Local Manager immediately.

STOREROOMS

- Guards to undertake constant patrol thereat, especially after normal business hours

- Guards to check whether vehicle doors and windows are properly secured and locked
- Any exception must be reported to the Security Manager at Rustenburg Local Manager immediately

CLOSEDOWN PROCEDURES

- Contracted security company must compile closedown procedures relating to duties to be undertaken by guards on amongst others, the following:
 - Clearing of premises after hours
 - Ensuring after hour effectiveness of perimeter fence
 - Vehicle security
 - Building security etc.
- These procedures must be communicated to all guards and new guards' prior authorization by the Rustenburg Local Municipality Security Manager in writing

KEY CONTROL

- Guards must maintain a key register if issued with keys
- Contracted Security Company must ensure that the guards abide by the Rustenburg Local Municipality key control policy
- The onus to return keys remain with the Contracted Security Company at all times.
- Under no circumstances may keys be duplicated without prior authorization by the Rustenburg Local Municipality Security Manager in writing.

COMMUNICATION

- Guards are to be provided with communication equipment to allow for quick effective and efficient communication at all times (company must provide)
- Such should be linked to a 24hr manned control room
- A list of emergency and after hours' number should be prominently displayed and documented in OB and/or pocket size book

SECURITY RECORDS

- All the incidents to be register in the Occurrence Book
- The Occurrence Book must be counter signed by the supervisor at least once per shift
- The entry in the OB by the guards must be in black ink and by the supervisor be in red ink
- Entries in the Occurrence Book requiring action should be in red ink, even if the guards make them

SUPERVISOR VISITS

- Supervisor to visit at least twice per shift (12hrs shift)
- Such visits to be recorded in Red in the Occurrence Book
- Rustenburg Local Municipality will be also doing a random site inspection checking on SLA Compliance

The following are the minimum pre-requisites for any company wishing to tender for security contract:

- Bidders must be in good standing with the Private Security Industry Regulatory Authority (PSIRA)
- Must be prepared for Rustenburg Local Municipality Security team to visit the Head Office to Verify standards.
- A company with at least ten (05) years' experience in security field
- The service provider must provide patrol clocking devices at each and every site
- The service provider must be able to provide a motor vehicle registration and driver's license electronic device/scanner at all identified sites for register and recording of visitors' data/information
- The service provider must be able to provide high risk security (rapid response) security services to the municipality as and when required
- The company will be required to provide illegal land grab/occupation eviction services to the municipality and must indicate relevant experience in this regard

COMPANY REQUIREMENTS IN TERMS OF THE BID

- PSIRA Registration Certificate
- PSIRA Accreditation Training Facility Registration Certificate (linked to the interest party)
- Company Remuneration System in line with PSIRA rating or a copy/ sample of payslip to employees must be attached.
- Registered Skills Development Program (Attach proof of SASSETA Registration certificate.
- Valid Liability Insurance with proof of current status be attached for any loses.
- The tender must include proactive security and value added initiatives or services that the tendering security company is willing to take.
- Bidder must be prepared to be subjected to security checks by the State Security Agency (SSA) and the South African Police Services (SAPS) Crime Intelligence Unit.
- The company should always comply with the provisions of the new Firearm Control Act (Act 60 of 2000) e.g. a list of all registered firearms in the name of company be provided to check capacity. All employees that are going to handle firearms should have firearm competency and no private firearms will be allowed in the services of the municipality.
- The company will be expected to appoint people with valid South African Identity documents who are allowed to work in South Africa.
- The company should comply with the provisions of the South African Legislations Preferably Conditions of Employment Act and Labour Relation Act, e.g. proof of subscription to Unemployment Insurance Fund (UIF) and a certificate of good standing from labour department and applicable SARS regulations.
- The company shall be liable for 100% of all the thefts that have happened in all the sites were their officers are posted.
- All sub-stations and pump-stations will be provided with security guards or alarm system after an evaluation by the service provider and the Municipality to confirm either of the two, whichever is applicable.

NB: SERVICE PROVIDERS MUST COMPLY WITH ALL THE FOLLOWING REQUIREMENTS
PERSONNEL REQUIREMENTS

- Only suitable qualified personnel/ guards shall be employed by the successful bidder, e.g. PSIRA accredited and registered.
- All security personnel above Grade D must have worked as an accredited guard for at least three (03) years.
- The service provider must maintain a full complement of guards despite any changes due to attrition or striking.
- Personnel must be trained in customer/ public relation to ensure a professional service to client is always provided.
- All security personnel must undergo full site training, and this would include any relievers
- All security personnel should be credit checked and should have no criminal records.
- All personnel on duty must be in full company uniform and their *PSIRA* appointment cards
- All security guards must possess a valid South African Police Service Clearance Certificate

NB! The Municipality reserves the right to change deployment of number of guards or sites at the same rate.

COMPLIANCE TO OPERATIONAL REQUIREMENTS AND PLANS:

Provide a detailed proposal with the following plans

Detailed Risk & Safety Plan

Detailed Operational Plan

Detailed Industrial Actions Plan

Contingency Plan

CONTRACT PERIOD

The security contract will be for a period of 36 months from the date of appointment. Legal details, contractual conditions and obligations will be listed in the security contract agreement.

LOGISTICS

The contractor should provide and maintain a suitable transport at their cost that would enable the security guards to react to an emergency within 10 minutes.

EQUIPMENT REQUIREMENTS

- Two-way radios shall be required per site
- Base station/s
- Hand metal detectors at each site
- Electronic registration license disc reader of vehicles and driver's licenses
- Electronic clocking points devices

- Torches
- Batons and handcuffs for all guards on duty
- Supply of full uniform including name badges, headgear, boots/ shoes, epaulets, winter and summer wear.
- Food warming equipment for guard usage where required
- Firearm where required
- Pocket book for every guard
- Occurrence Book at all the sites
- Vehicle register books in all the sites if no electronic devices
- Any other register which is important in other sites must be supplied

SCHEDULE OF PENALTIES APPLICABLE TO ALL SECURITY SERVICE PROVIDERS:

NO	DESCRIPTION	PENALTY FEE
1	Failure to have a working radio communication and cell phone per site (including TSSS on Vehicle)	R3000
2	Failure to make use of the JCPZ installed cloaking button system for patrols / reporting for duty and exiting time and this system per site (including TSSS on Vehicle)	R2000 & a <u>written warning</u>
3	Failure to cloak is proof of not patrolling	R1000 per site per incident per shift
4	Failure to have written signed and documented security operational plan per site	R2000
5	Failure to Submit a Weekly report per site (consolidated) (Including TSSS on Vehicle)	R3000
6	Failure to Submit a Monthly report per site(including -RSSS on Vehicle)	R2000 per site per shift
7	Late posting or "early departure" of any kind	R1000
8	Failure of Guard to be in uniform	R1000 per site per shift
9	Failure of Guard - produce a PSIRA Card or Company card with PSIRA Number (including TSSS on Vehicle)	R3000 & a <u>written warning</u>
10	Site deserting — Guard must be removed from site and not posted in any of the Rustenburg Local Municipality Sites	R2000
11	Failure to Submit the initial Incident reports within 24hours via -e-mail to Rustenburg Local Municipality Security Manager	R3000 & a <u>written warning</u>
12	Failure to Submit the Final Incident Report within 72hours via e-mail to Rustenburg Local Municipality Security Manager	R2000 Replace stolen assets & a <u>written-warning</u>

13	Failure to have a register / OB Book per site guarded & record incidents (including TSSS on Vehicle)	R3000 & a <u>written warning</u>
14	Negligent Failure to safeguard assets (theft, damage, etc)	R2000 Replace stolen assets & a <u>written-warning</u>
15	Failure to comply with any formal/written or e-mailed directive communicated or TSSS deployment instructions (including TSSS on Vehicle)	R3000
16	Failure to post guards as per agreed site specification or instruction, e.g. unarmed instead of armed or wrong grade. Posting a guard that is not registered with PSIRA (including TSSS on Vehicle)	R1000 per site per shift
17	Guard Sleeping on duty with picture evidence	R1000 & a <u>written warning</u>
18	Failure to undertake 1 (one) site supervision visits per shift (OB Picture) On Cases Reported to SAPS Bribery of guards event & entry Fees	R3000 & a <u>written warning</u>
19	Failure to have a contingency plan to post guards, when guards/employees go on strikes.	R3000 per guard & No work no pay to service provider - per guard who did not report for duty per site & <u>written warning</u>
20	Failure on TSSS to have Tactical gear on their response guard/officers	R3000
More than 10 written warnings or 50 Fines per contract period (36 months) or Gross-Material Breach would give Rustenburg Local Municipality an option to cancel the contract without any reservations.		

TECHNICAL SPECIFICATIONS

REQUIREMENTS AND SPECIAL CONDITIONS OF THE CONTRACT

1. The contractor must be registered with PSIRA in terms of section 21 of the Private Security Industry Regulations Act 56 of 2001
2. Bidder must attach PSIRA Registration Certificate for the company and for the Company Directors and the Act.
3. Bidder must submit the company's Organizational Structure NB. All Directors must be PSIRA registered at Grade A/B while supervisors must be Grade C registered.

4. The bidder's pricing must be in line with PSIRA and the National Bargaining Council illustrative contract pricing structure of the current financial year (NB. Pricing must conform to the required maximum of 40% (A, B and C) in terms of the PSIRA Regulations and the Bargaining Council Agreement)
 5. Salaries of the Bidder Security Officers must be in line with the determinations as published in the recently promulgated Government Gazette and Bargaining Council Agreement.
 6. For the purposes of number (5) above the salary structures must be attached to the bid document
 7. The bidder must attach a list of PSIRA registered employees
 8. Bidder must have complaint tax status (Company's Valid Tax Clearance Certificate or PIN should be attached)
 9. Bidder must have Liability Insurance and attach a copy of the Policy Contract or confirmation letter from the insurance company
 10. An in-loco inspection will be conducted and limited to the recommended bidder and the following requirements of Phase 4 as enclosed in this document must be ready at the time of inspection.
 11. The successful bidder will be subjected to company security screening
 12. The successful bidder will be required to sign a Service Level Agreement/Contract with Municipality
 13. Any bidder who submits a quotation below the set PSIRA pricing requirements will automatically be disqualified.
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