

CONTRACT DATA

**A contract between
SENTECH, Sender Technology Park, Radiokop, Octave Road, Honeydew
and**

**APPOINTMENT OF A SERVICE PROVIDER to provide security services at Sentech
Meyerton site for a period of twelve (12) months.**

Bid Number: SENT/034/2026-27

Contents

Part C1: Agreements and contract data

Form of Offer and Acceptance

Contract Data provided by the Sentech

Contract Data provided by the Supplier

Part C2: Pricing Data

Part C3: Scope of Work

Conditions of Contract (available separately)

PART C1: AGREEMENTS AND CONTRACT DATA –

Form of Offer and Acceptance Offer

Offer

Sentech SOC Limited (“Sentech”), a state-owned company duly incorporated in accordance with the laws of the Republic of South Africa and listed as a Schedule 2 public entity under the Public Finance Management Act, has solicited bids to enter into a contract for:

[Insert Precise Project Description]

The Bidder irrevocably warrants that:

1. It has examined all Bid documents, including:
 - Tender Data
 - Scope of Work
 - Pricing Data
 - General Conditions of Contract (GCC)
 - Special Conditions of Contract (SCC)
 - All Addenda
2. It complies with:
 - PFMA
 - PPPFA and Regulations (2022)
 - Treasury Regulations
 - Applicable CIDB requirements (where works apply)
 - All applicable legislation
3. It is not listed on:
 - The National Treasury Database of Restricted Suppliers
 - The Register for Tender Defaulters
4. It is tax compliant in terms of the Income Tax Act and VAT Act.
5. The Bidder, identified in the offer signature block, has examined the documents listed in the Tender Data and addenda thereto as listed in the Bid schedules, and by submitting this offer has accepted the conditions of the Bid.
6. By the representative of the Bidder, deemed to be duly authorized, signing this part of this form of offer and acceptance, the Bidder offers to perform all of the obligations and liabilities of the Bidder under

the Contract including compliance with all its' terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the Contract Data.

7. The Bidder hereby offers to perform the **Security Services** for the full contract duration, for: **12 Months**

Amount in Words: _____

Amount in Figures: _____

(Inclusive of VAT and all costs)

8. In the event of any discrepancy, the amount in words shall prevail. The Prices quoted above are the total Bid offer inclusive of all applicable costs, escalation and taxes for the Contract duration. The price must be carried over from the price breakdown / schedule of rates provided in the Bid document.
9. This offer remains valid for the period stated in the Contract Data. This offer may be accepted by Sentech by signing the acceptance part of this form of offer and acceptance and returning one copy of this document to the Bidder before the end of the period of validity stated in the Tender Data, whereupon the Bidder becomes the party named as the Bidder in the conditions of contract identified in the Contract Data.

Bidder's Signature(s) _____

Signed by the Bidder at _____ on this the _____ day of _____ 20_____

Full Name(s) _____

Identity Number _____

Capacity _____

Address (Domicilium)

Acceptance

10. By executing signature below, Sentech hereby accepts the Offer subject to:
- Compliance verification
 - Budget availability (PFMA section 38)
 - No material misrepresentation

11. Upon signature, a binding contract comes into existence.

12. No SLA or ancillary agreement shall override this Contract unless expressly reduced to writing and signed by both Parties.

13. The terms of the contract, are contained in:

- Part C1 Agreements and contract data, (which includes this agreement)
- Part C2 Pricing data
- Part C3 Scope of work,

and drawings and documents or parts thereof, which may be incorporated by reference into Parts C1 to C3 above.

14. Deviations from and amendments to the documents listed in the Tender Data and any addenda thereto as listed in the Bid schedules as well as any changes to the terms of the offer agreed by the Bidder and the employer during this process of offer and acceptance, are contained in the schedule of deviations attached to and forming part of this agreement. No amendments to or deviations from the said documents are valid unless contained in this schedule of deviations.

15. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

16. Upon acceptance by Sentech of the Bidder's offer, a contract will come into existence between the parties.

Sentech's Signature(s) _____

Dated and signed by Sentech at _____ **on this the** _____ **day of** _____ **20**_____

Name(s) _____

Designation_____

SENTECH SOC LIMITED

Sender Technology Park

Octave Road

Radiokop

Honeydew

Johannesburg

SCHEDULE OF DEVIATIONS

- 1 The extent of deviations from the Bid documents issued by the Sentech before the Bid closing date is limited to those permitted in terms of the conditions of Bid.
- 2 A Bidder's covering letter shall not be included in the final contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.
- 3 Any other matter arises from the process of offer and acceptance either as a confirmation, clarification or change to the Bid documents and which it is agreed by the Parties becomes an obligation of the contract shall also be recorded here.
- 4 Any change or addition to the Bid documents arising from the above agreements and recorded here shall also be incorporated into the Contract.
- 5 Only deviations recorded in writing and signed by both Parties shall be valid.
- 6 No oral representation shall be binding.

1. **Subject** _____
Details _____

2. **Subject** _____
Details _____

3. **Subject** _____
Details _____

4. **Subject** _____
Details _____

7. Upon signature of this schedule of deviations by the duly authorised representatives, Sentech and the Bidder agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to the documents listed in the Tender Data and addenda thereto as listed in the Bid schedules, as well as any confirmation, clarification or changes to the terms of the offer agreed by the Bidder and Sentech during this process of offer and acceptance.

8. It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the Bid documents and the receipt by the Bidder of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the parties arising from this Agreement.

PART 1: CONTRACT DATA – Provided by Sentech

1 The Principal / Purchaser

SENTECH SOC LIMITED

Sender Technology Park

Octave Road, Radiokop

Honeydew

Johannesburg

2 Applicable Conditions

The following shall apply:

- **National Treasury General Conditions of Contract (GCC) (latest edition)**
- **Special Conditions of Contract (SCC)**
- **PFMA**
- **PPPFA (2022 Regulations)**
- **CIDB Act (if applicable)**
- **Companies Act**
- **POPIA**

In case of any conflict:

2.1 SCC prevails over GCC;

2.2 Contract Data prevails over Scope of Work

3 Goods information

The Goods Information is in the document called “Scope of Work” and in the documents and drawings referred to by it.

4 Terms of Delivery

The Terms of Delivery are contained in the General Conditions of Contract (GCC) and Special Conditions of Contract.

5 Language

The *language* of this contract is English.

6 Governing Law & Jurisdiction

- 6.1 This Agreement is governed by the laws of the Republic of South Africa.
- 6.2 The Parties consent to the jurisdiction of the Gauteng Division of the High Court, Johannesburg, for the institution of any and all proceedings arising from this contract.
- 6.3 Nothing precludes a party from seeking urgent interim relief from a competent court where circumstances permit, and/or invoke the dispute resolution mechanisms referred to in clause 14 below.

7 Subcontracting post-award

The Bidder agrees as follows:

- It shall not subcontract, without prior written approval of Sentech, which consent may be withheld on reasonable grounds.
- Where subcontracting is permitted, the Bidder shall comply with the subcontracting requirements prescribed under Regulation 9 of the Preferential Procurement Regulations, 2022.
- It may not subcontract more than the prescribed threshold, unless permitted by law
- It shall remain fully liable to Sentech for subcontractor performance and will indemnify Sentech for any loss or damage caused as a result of subcontractor non-performance, theft or misappropriation.

8 BBBEE & Transformation

Where applicable:

- The Contractor shall maintain its declared BBBEE status.
- Misrepresentation constitutes material breach.
- Sentech may request a lawful transformation implementation plan aligned with BBBEE Codes.
- Failure to implement agreed milestones constitutes breach.

9 Pricing and Negotiations

- Prices are fixed in ZAR unless otherwise stated. Any foreign currency quotations shall be and remain fixed for the full duration of the contract. Sentech is indemnified against any risk of price and/or currency fluctuations, and such risks shall be solely borne by the Bidder.
- No escalation unless provided for in SCC. Applications for price adjustment must be accompanied by documentary evidence in support of any adjustment and may be rejected on reasonable grounds.
- All prices inclusive of VAT.
- Documentary proof required for approved adjustments.
- Sentech reserves the right to negotiate market related prices and discounts. If market-related prices are not agreed upon, Sentech reserves the right to terminate negotiations and invite the subsequent ranked Bidder for negotiations or alternatively cancel the Bid.

10 Payment

- 10.1 All payment methods and associated conditions are incorporated in the Tender Data; GCC and SCC.

10.2 Payment shall be made within 30 (thirty) days of receipt of a valid tax invoice, subject to:

- Proper performance
- Invoice and accounting compliance
- PFMA cash flow availability

11 Warranties

11.1 The Contractor irrevocably warrants:

- Proper skill and care
- Compliance with law
- No intellectual property infringement
- No bribery or corruption.

11.2 The Warranty period shall be twelve (12) months pursuant to delivery.

12 Liabilities, Indemnities & Insurance

12.1 The Contractor irrevocably indemnifies Sentech against:

- Third-party claims
- IP infringement
- Gross negligence
- Fraud
- Theft
- Misappropriation

12.2 Liability shall not exclude:

- Death or bodily injury
- Fraud
- Statutory liability

12.3 Insurance by the Contractor:

- Public liability
 - Professional indemnity (if applicable)
- ⇒ **Proof required before commencement**

13 POPIA Compliance

13.1 Both Parties shall:

- Comply with POPIA
- Implement appropriate security safeguards
- Notify each other of data breaches

13.2 Personal information of the Bidder to be processed by Sentech, shall only be processed:

- For lawful procurement purposes
- On a need-to-know basis
- In accordance with lawful justification under POPIA

13.3 The Bidder has expressly consented to such processing in the spirit of this contract, for the duration hereof and post succession.

13.4 Sentech reserves the right to conduct extensive supplier due diligence at any time pre, during or post the contract period, including announced and unannounced site visits.

13.5 Each party shall be responsible for compliance with POPIA in respect of the personal information under its control or processing activities.

14 Dispute Resolution

Disputes shall be resolved as follows:

- 14.1 The parties shall first embark upon Negotiation within fourteen (14) days pursuant to the issuance of a notice of breach or demand.
- 14.2 Subsequent to unsuccessful Negotiation, Mediation shall be attempted and administered through the provisions of the Arbitration Foundation of Southern Africa (AFSA), Johannesburg, within fourteen (14) days of unsuccessful Negotiations.
- 14.3 Should Mediation be unsuccessful, Arbitration under AFSA Rules in Johannesburg shall ensue. The arbitration shall be governed by the Arbitration Act and AFSA Rules. The award shall be final and binding. The unsuccessful party shall pay for the costs of the arbitration, as well as the costs of arbitration of the successful party.
- 14.4 Notwithstanding the foregoing dispute resolution mechanisms, either party shall be entitled to seek the intervention of the High Court of South Africa, Gauteng Division, Johannesburg on an urgent basis, for urgent interim relief.

15 Termination

15.1 Termination for Breach

Sentech may terminate upon:

- Material breach
- Failure to remedy within 14 days
- Insolvency
- Corruption
- Misrepresentation.

15.2 Termination for Convenience

Sentech may terminate this Agreement at any time upon 30 (thirty) days written notice.

The Contractor shall be remunerated:

- For work properly performed up to termination
- Reasonable demobilisation costs (no loss of profit shall be claimable).

16 Anti-Corruption

16.1 The Contractor warrants compliance with:

- Prevention and Combating of Corrupt Activities Act (PRECCA)
- PFMA
- Treasury Regulation

16.2 It is specifically recorded that any corrupt activity constitutes material breach.

17 Evaluation and Assessments

The service delivery and performance of the Bidder shall at all relevant times be monitored and evaluated by Sentech. In the event that the Bidder defaults in any manner or form, Sentech reserves the right to blacklist the Bidder on the National Treasury Database of Prohibited Suppliers and Tender Defaulters in accordance with the adoption of proper procedure, and to take such further legal steps as may be warranted in the circumstances, which steps shall be determined at Sentech's sole and absolute discretion.

18 Blacklisting

18.1 Any bidder / supplier / service provider restriction must comply with:

- National Treasury Regulations.
- Due process.
- *Audi alteram partem* principle.
- Sentech shall not blacklist on National Treasury and/or Central Supplier Database (CSD) at sole discretion without procedural fairness.

18.2 Sentech may, where appropriate and following the adoption of due process, apply for the restriction of a supplier / service provider on the National Treasury Database of Restricted Suppliers in accordance with applicable legislation.

19 Cession

Neither Party may cede or assign rights without written consent, except:

- Sentech may cede to another state entity subject to PFMA compliance upon prior written notice to the Bidder.

20 Confidentiality

- 20.1 Both Parties must retain all proprietary and procurement information confidential.
- 20.2 Survives termination for 5 years.

21 Force Majeure

21.1 Neither Party shall be liable for delay caused by:

- Natural disaster
- War
- Government action
- Pandemic restrictions

subject to written notice within 5 days of the existence of such factors.

21.2 The aspect of delay damages shall be as stipulated in the Special Conditions of Contract.

22 Contract Term

22.1 This Agreement shall commence on [Date] and endure for [X] months,
subject to:

- Budget availability
- Performance
- PFMA compliance

22.2 Extensions require written agreement and compliance with Treasury prescripts.

Sentech's Duly Authorized Representative is

Name: Mr. Zunaïd Adams

Capacity: Executive: Legal and Regulatory.

Address: **SENTECH SOC LIMITED**

Sender Technology Park

Octave Road

Radiokop

Honeydew

2040

Johannesburg

Tel No. 011 471 4400

Part two - Data provided by the Bidder

Statements given in all contracts

The Bidder is:

Name

Address

a company / close corporation / partnership duly incorporated in accordance with the laws of the Republic of South Africa.

PART 2: PRICING DATA

Must comply with:

- VAT Act
- Income Tax Act
- Treasury procurement rules

Invoices must reflect:

- Full entity names and contact details of both contracting parties
- Physical Addresses
- VAT Registration Number
- Purchase Order Number
- Contract Reference
- Description of goods/services

PART C2: PRICING DATA

Price List

Notes: Bidders to note that the pricing for this bid will be evaluated in line with the current PSIRA pricing structure for AREA 1 and 2.

1.1. Armed Guarding Services

DESCRIPTION	RATE		Total Cost Per Annum (VAT Excl.)
	Quantity	Per Month	
Armed Security Guards Grade C (Day Shift): Mon – Fri, Public holidays and weekends (06h00-18h00)	6	R	R
Armed Security Guards Grade C (Night Shift): Mon – Fri, Public holidays and weekends (18h00-06h00)	12	R	R
Hand radio (PTT)	6	R	R
Radio Base Station	1	R	R
Guard monitoring system	3	R	R
Patrol Vehicle	1	R	R
Ablution Facilities	3	R	R
Guard house	1	R	R
Security Overheads		R	R
Total Cost: 12 months (VAT Excl.)			R
VAT @ 15%			R
Grand Total for 12 months (VAT Inclusive)			R

1.2. Armed Supervision

DESCRIPTION	RATE		Total Cost Per Annum (VAT Excl.)
	Quantity	Per Month	
Armed Security Guards Grade B (Day Shift): Mon – Fri, Public holidays and weekends (06h00-18h00)	1	R	R
Armed Security Guards Grade B (Night Shift): Mon – Fri, Public holidays and weekends (18h00-06h00)	1	R	R
Total Cost: 12 months VAT Excl.			R
VAT @ 15%			R
Grand Total for 12 Months (VAT Inclusive)			R

N.B.: PRICE EVALUATION WILL BE BASED ON TOTAL COST FOR 12 MONTHS, THAT IS, 12 MONTHS GRAND TOTAL FOR 1.1 ARMED GUARDING SERVICES AND 12 MONTHS GRAND TOTAL FOR 1.2 ARMED SUPERVISION

DESCRIPTION	Grand Total for 12 months
1.1 Armed Guard Services	
1.2 Armed Supervision	
TOTAL COST FOR 12 MONTHS	

1.3 Optional Extras

DESCRIPTION	RATE		Total Cost Per Annum (VAT Excl.)
	Quantity	Per Month	
Automated Drone	1	R	R
Drone Base Station	1	R	R
Total Cost: Twelve months (Vat Excl.)			R
Grand Total for Twelve months (VAT Exclusive)			R

COST BREAKDOWN

Promulgated monthly salary.

Description	Explanation	Grade B	Grade C
Monthly salary	Labour legislation requirements	R	R

A. EMPLOYEE COSTS

Description	Explanation	Grade B	Grade C
Primary Security Officer	4 shift per week (48 hrs)	R	R
Relief Security Officer	2 shifts per (24 hrs)	R	R
Sunday pay premium	4.333 weeks per month at 1	R	R

Description	Explanation	Grade B	Grade C
Public holiday	1 shift per month at 1.5	R	R
Leave provisions	21 consecutive days	R	R
Sick pay	1 shift per month	R	R
Study leave	6 days per annum	R	R
Family responsibility leave	5 days per annum	R	R
Night shift allowance	Rates per night shift worked	R	R
Provident fund		R	R
Hospital cover		R	R
Statutory annual bonus		R	R
Sub-total of employees' costs		R	R

STATUTORY FEES

Description	Explanation	Grade B	Grade C
COIDA	2.88% of employee income	R	R
UIF	1% of employee income	R	R
Skills development	1% of remuneration (SDL)	R	R
Sub-total of statutory fees		R	R

C POSSIBLE EXTRAS

Description	Explanation	Grade B	Grade C
Set of uniform (statutory requirements)	Per person, per annum	R	R
Firearm allowances	Rates per shift	R	R
Patrol vehicle	Rates per month	R	R
Guard monitoring system	Rates per month	R	R
Push to talk hand radio	Rates per month	R	R
Once off installations	Once off	R	R
Share of overheads	Direct costs	R	R
Sub-total of possible costs		R	R

Total cost per month: Grade B armed guard	R	R
Total cost per month: Grade C unarmed	R	R

PART C3: SCOPE OF WORK

SENTECH'S GOODS INFORMATION

1. TECHNICAL REQUIREMENTS

1.1. Glossary of Terms

Abbreviations	Descriptions

2. INTRODUCTION

Sentech SOC Ltd is a state-owned company and broadcasting signal distributor in South Africa. As a licensed Electronic Communications Network Service (ECNS) provider, Sentech operates multiple telecommunication networks that support satellite, television, radio, broadband and other critical communication services. The company plays a vital role as an enabler of broadcasting and digital content delivery by ensuring reliable connectivity and uninterrupted transmission of information across the country.

Given the strategic importance of Sentech's infrastructure, safeguarding its assets is essential to maintaining uninterrupted services and business continuity. The Meyerton facility spans approximately 700 hectares and consists of three sites. It has been increasingly exposed to risks such as theft, vandalism and other security breaches. These incidents compromise company assets and pose significant threats to broadcasting services in Meyerton.

Sentech seeks to appoint a qualified and experienced security service provider for a twelve-month period to provide guarding and security services at the Meyerton facilities. The appointed service provider will be responsible for deploying armed security personnel across the three sites and designated patrol areas. The minimum deployment shall comprise seven personnel during the day shift, made up of six Grade C armed guards and one Grade B armed supervisor, and 13 personnel during the night shift, made up of 12 Grade C armed guards and one Grade B armed supervisor. The service must include field patrols, hourly vehicle patrols, a functional guard monitoring system, two-way radios and reliable communication systems. Drone surveillance within a 3–5 km radius must be provided where required and priced in line with the optional extras schedule.

This appointment is critical to protecting Sentech's Meyerton facilities, deterring criminal activity and ensuring a safe working environment.

3. SCOPE OF WORK

3.1 Requirements Security Services

The appointed service provider shall deliver, maintain and report on the following minimum deliverables for the duration of the contract:

No.	Deliverable	Minimum requirement	Frequency / timing	Evidence / reporting
1	Guarding services	Deploy armed security personnel across the three Meyerton sites and designated patrol areas in line with the approved staffing schedule.	24 hours a day, seven days a week, including weekends and public holidays.	Duty roster, attendance register and occurrence book entries.
2	Access control	Control entry and exit points; verify staff access cards; register visitors, contractors, vehicles, firearms and equipment; and conduct searches where required.	Continuous during each shift.	Visitor, contractor, vehicle, firearm and equipment registers, with incident notes where applicable.
3	Patrol services	Conduct foot and field patrols across the 700-hectare facility, including perimeter fences, premises blocks, substations, cable routes and identified high-risk areas. Routes and times must be varied.	Every shift, with intervals not exceeding 30 minutes.	Guard monitoring reports and occurrence book entries.
4	Vehicle patrols	Provide vehicle patrols to support wider site coverage, rapid response and monitoring of remote areas.	Hourly or as agreed with Sentech.	Vehicle patrol log, mileage log and incident records.
5	Guard monitoring system	Provide and maintain a functional guard monitoring system with agreed checkpoints or tags to verify patrols.	Operational at all times.	Daily or weekly exception reports and monthly summary reports.
6	Drone surveillance	Provide drone surveillance within the agreed 3–5 km radius where requested by Sentech and subject to the optional pricing schedule.	As scheduled or upon request.	Drone patrol reports, flight logs and exception reports.
7	Communication equipment	Provide Sentech-approved two-way radios, a base station, spare batteries and functional cell phones for communication between posts, supervisors and the control room.	Available at all times.	Equipment register and fault or maintenance reports.
8	Security equipment and aids	Provide uniforms, torches, reflective clothing, licensed firearms where applicable, handcuffs, batons, occurrence books, pocketbooks, pens and other statutory security aids.	At contract commencement and maintained throughout the contract.	Equipment issue register and inspection checklist.
9	Incident management	Record and report security incidents, injuries, theft, vandalism, suspicious activity and emergencies to the relevant Sentech representative.	Immediately when incidents occur.	Incident report, occurrence book entry and proof of SAPS or OHS reporting where applicable.
10	Monthly reporting	Submit a consolidated monthly security report covering patrols, incidents, access control activity, equipment	Monthly.	Monthly report submitted to the Site Manager and Security Department.

		status, staffing, risks and recommendations.		
11	Compliance documentation	Submit and maintain valid PSIRA registration, firearm competency records, ICASA approval for radios, insurance, UIF, COIDA, NBPCSS, PSSPF and training certificates.	With the bid, before deployment and whenever renewed.	Compliance file and updated certificates.
12	Training competency and	Ensure all guards and supervisors meet the required PSIRA grades and have minimum of Grade 12 supervisors and grade 10 security officers, firearm training, first aid, firefighting, health and safety and refresher training where applicable.	Before deployment and annually or as required.	Training matrix, certificates and refresher training records.
13	Supervision and quality control	Provide Grade B supervision, conduct site inspections, manage guards on duty and ensure compliance with Sentech procedures and service standards.	Every shift and as required.	Supervisor reports, inspection checklists and corrective action records.
14	Emergency response support	Support Sentech during alarms, breaches, criminal activity, health and safety incidents and evacuation-related events.	As required.	Emergency response report and escalation record.
15	Continuous improvement	Identify security risks, propose improvements and implement corrective actions agreed with Sentech.	Ongoing, with monthly review.	Risk register, corrective action tracker and monthly recommendations.

The prospective service provider will provide security services and should adhere to the following, namely:

- i. Security personnel must patrol the 700-hectare facility, including perimeter fences, premises blocks, substations and cable routes, 24 hours a day, seven days a week. All patrols must be recorded in detail in the occurrence book.
- ii. All visitors, contractors and vehicles entering or leaving Sentech premises must be registered and searched in accordance with site procedures.
- iii. Security personnel at the checkpoint or gate must ensure that all electronic equipment and firearms are declared and recorded in the relevant register.
- iv. Security personnel must ensure that all private firearms are declared and secured in the safe provided at the entry point. No firearms may be brought onto the premises, except by authorised armed personnel on duty.
- v. Security personnel must perform their duties in accordance with the Control of Access to Public Premises and Vehicles Act, 1985 (Act 53 of 1985), and all other applicable legislation.
- vi. Security personnel at the checkpoint or gate must ensure that all Sentech staff produce their access cards with ID photos when entering the premises. Employees without access cards must be recorded in the relevant register.
- vii. Security personnel on site must ensure that all incidents are recorded in the occurrence book and reported immediately to the site supervisor, who must report them to the Sentech Security Department.
- viii. All prescribed patrols must be recorded in the occurrence book.
- ix. Patrols must be conducted in accordance with the guard monitoring system, which must be functional and in good working order at all times.
- x. Intervals between patrols must not exceed 30 minutes, including guard monitoring system patrols. Ad hoc or unplanned patrols must also be conducted daily.

- xi. Patrols must not be conducted in the same sequence or for the same duration. Times and routes must be rotated.
- xii. During patrols, security personnel must check and record the following:
 - o Open windows, recorded by floor and office block in the occurrence book.
 - o Sentech vehicles parked on or outside the premises after working hours.
 - o Vehicles leaving the premises, including searches at the checkpoint/gate and verification of approved vehicle trip authorisations.
 - o Any suspicious persons moving between vehicles parked inside or outside the premises.
- xiii. Monthly reports must be submitted to the Site Manager.

3.2 Minimum Security Aid Requirements

Service aids to be used by the security officers at all times are as follows:

- Sentech-approved base station radio.
- Sentech-approved two-way radio, including spare batteries.
- Rechargeable torch for each officer.
- Handcuffs.
- Batons.
- Licensed firearms maintained in accordance with the Firearms Control Act.
- Functional cell phones.
- Occurrence books, pocketbooks and pens.
- Maintenance and replacement of defective equipment within 48 hours.
- Raincoats, baseball caps, reflector jackets, umbrellas, warm coats and jerseys.
- Any additional items or aids required by statutory legislation.

The security uniform must accommodate all weather conditions.

3.3 Security Guards/Personnel: Minimum Qualifications

1. Security guards must have at least Grade 10, a valid PSIRA Grade C certificate, relevant experience and South African citizenship.
2. Supervisors must have at least Grade 12, a valid PSIRA Grade B certificate, and relevant supervisory qualifications and experience.
3. Security guards must be able to communicate, read and write in English.
4. Security guards must meet all legal and operational requirements for armed guarding duties.
5. Security guards must be prepared to work 12-hour shifts.
6. Security guards must have valid firefighting training.

4. Hours of Service

Security guards will be required to work seven days a week, day and night, including public holidays.

- Day shift hours are 06h00–18h00.
- Night shift hours are 18h00–06h00.
- Shift handovers must be completed and recorded in the occurrence book at the start and end of each shift.
- Relief personnel must be provided to ensure that posts are never left unattended during absenteeism, breaks or shift changes.

5. Sentech Requirements

The following must be provided as part of the bid response:

1. Provide four references for services rendered during the last three years, including the client's name, contact person, contact number and email address.
2. Security guards on site must be able to contact their supervisor or control room at all times via the base station, hand-held radio or cellphone.
3. Sentech security personnel are on standby for emergency matters and contact numbers must be displayed in the control room.

4. Two-way radios must be provided by the security service provider and must be type approved by ICASA. A valid type of approval certificate must be submitted as proof of compliance.
5. No security guards from other companies or members of the public may enter the premises unless authorised.
6. Visitors may not visit security guards while they are on duty.
7. All security guards on site must wear full, clean uniforms.
8. Security guards must present a professional image and may not sit, lounge, smoke, eat or drink while attending to staff or members of the public.
9. Supervisors and security guards must maintain a professional and respectful attitude. Arguments with visitors or staff and discourteous behaviour are not permitted.
10. Supervisors and security guards must be physically healthy and medically fit to perform their duties.
11. Sentech reserves the right to verify with PSIRA whether supervisors and security guards are in good standing.

6. SPECIAL CONDITIONS

PUBLIC LIABILITY

- The successful bidder must, at its own cost, maintain public liability insurance with minimum cover of R10 million for theft, property damage, vandalism, accidents, injury, death, negligence and third-party claims arising from the actions or omissions of its security personnel. Proof of insurance must be submitted with the bid before the closing time.

7. CODE OF CONDUCT

The service provider and its employees must not offer, give, request or accept gifts, gift vouchers, loans, money, benefits, kickbacks, spotter fees or any other advantage to or from Sentech employees, whether directly or indirectly. Any breach of this clause may result in immediate cancellation of the contract.

The Service Provider is not allowed to hold any social functions on Sentech premises unless permission for it is obtained beforehand from Security Department.

Social interaction between the Service Provider and Sentech employees during working hours is prohibited.

No labour union meetings, either in-house or with Sentech union officials, on Sentech premises, will be permitted.

The Service Provider shall not use Sentech address or Logo internally or externally for his or her own correspondences.

Service Providers staff shall not hold unauthorised meetings, involved in industrial action within Sentech premises, incite or participate in industrial action on Sentech premises.

In addition to the security services, the Service Provider shall provide all services as may be reasonably necessary to meet the specifications and service standards.

The Output Specifications shall take precedence over any other specifications provided by the Service Provider. To the extent that the specifications are not adequate to ensure compliance with the Output Specifications, the Service Provider shall be required, subject to the approval of the Security Manager, to amend the said specifications.

NB: Please read PSIRA code of conduct for service providers.

INDEMNITY

The service provider indemnifies and holds harmless Sentech, its officers, employees, agents, contractors, clients and subcontractors against all liabilities, claims, losses, damages, theft, actions, proceedings, costs and expenses arising from the acts, omissions, negligence or misconduct of the service provider, its employees, agents or subcontractors in the performance of the contract.

HEALTH AND SAFETY

The service provider must ensure that all security officers have valid first aid, firefighting and health and safety representative training. The service provider must supply a compliant first aid box for each site in accordance with General Safety Regulation 3 and must conduct annual medical surveillance for all deployed personnel. If any employee of the service provider is injured while on duty at Sentech premises, Sentech may provide or arrange emergency medical assistance where deemed necessary. Such assistance does not create liability for Sentech for any claim arising from the injury or treatment.

INCIDENTS

Any incident or injury must be reported immediately to the Sentech Site Manager and Head of Security. If the matter is reportable under section 24 of the Occupational Health and Safety Act, the service provider must also report it to the appropriate inspector. Theft, criminal activity or suspected criminal conduct must be reported to the local SAPS. All incidents must be reported to the Sentech Site Manager and Head of Security as follows:

- Immediate verbal notification within one hour.
- Preliminary report within 24 hours.
- Final investigation report within five working days.

The service provider must comply with Regulations 8 and 9 of the General Administrative Regulations issued under the Occupational Health and Safety Act when reporting incidents.

LIQUOR, DRUGS, DANGEROUS WEAPONS AND FIREARMS

The service provider must ensure that random alcohol and drug testing is conducted where required and that no liquor, drugs, dangerous weapons or personal firearms are brought onto Sentech premises. Only authorised armed personnel on duty may carry firearms, subject to applicable legislation and Sentech site procedures.

ACT AND REGULATIONS

The bidder must comply with all applicable labour, occupational health and safety, private security and statutory requirements, including the Occupational Health and Safety Act, 1993, the Basic Conditions of Employment Act, PSIRA, applicable private security sector determinations, UIF, COIDA and the Private Security Sector Provident Fund (PSSPF), NBCPSS. The bidder must pay employees at least the applicable minimum wage, comply with prescribed working-hour limits, including the 48-hour weekly limit and 12-hour daily limit where applicable, and maintain valid registrations and contributions throughout the contract period. Proof of compliance must be provided on request.

Uniforms

The service provider must ensure that all security officers are deployed in full uniform at the commencement of the contract and are issued with two sets of uniform per annum.

Obligations of the contractor

The service provider is responsible for the conduct, performance and actions of its employees while they are on Sentech premises or performing duties under the contract. The service provider must regularly review security standards with Sentech in accordance with an agreed method and timetable. The service provider must deploy trained and competent security officers who meet all contract and service-level requirements and must provide any additional training required by Sentech at the service provider's own cost.

Infrastructure Inspection

Sentech reserves the right to inspect the services rendered by the service provider at any time to determine whether the services comply with the contract and site specification. Sentech may inspect equipment provided by the contractor, record shortages on site, assess service performance and require corrective action. Sentech may also require the service provider to replace any employee who is unsuitable, non-compliant or not performing satisfactorily. The service provider must remove and replace such employee without delay. Sentech will not be liable for any claim, damage or cost arising from such removal or replacement.

Staff remuneration and statutory compliance

Service Scalability

Sentech may require the service provider to adjust the staffing complement from time to time based on operational requirements. Any increase or reduction in staffing must be confirmed in writing and implemented in accordance with the agreed contract terms.