

## ANNEXURE C

### RFP 42/2025: ARMED RESPONSE SECURITY SERVICES SERVICE LEVELS AND FINANCIAL PENALTIES

(Financial penalties shall be limited to a maximum penalty of 20% of the monthly fee)

NO.	COLUMN ONE	COLUMN TWO	COLUMN THREE
	SERVICE LEVEL	A SHORT DESCRIPTION OF THE SERVICE LEVEL FAILURE	FINANCIAL PENALTY
<b>TRAINING</b>			
1.	Armed Response Officers to attend firearm training /refresher course at least once (1) in a year.	The Service Provider must provide SARS with proof of attendance of the firearm training/refresher course ten (10) Business Days after the expiry of the last year the Armed Response Officer attended the required training.	R500.00 per incident of non-adherence
<b>SECURITY REGISTRATION</b>			
2.	The Service Provider to assign to SARS, Security Officers that possess valid PSIRA certificates.	The Service Provider provides the Security Officer/s that does not possess a valid PSIRA certificate.	R3 000.00 per incident of non-adherence
<b>SECURITY INCIDENT AND EMERGENCY REPORTING.</b>			
3.	The Service Provider must ensure that the Security Incident or Emergency investigation reports are prepared and submitted to SARS Authorised Representative or his/her delegate.  The Service Provider must	The Service Provider must submit the report within <b>four (4) hours</b> of the Security Incident or Emergency happening.  In respect of a Security Incident involving loss or damage to SARS property, the Service Provider must prepare and submit a full investigation report within <b>one (1)</b>	1. R1 000.00 per incident per SARS Site in respect of an Emergency or a Security Incident not involving loss or damage of SARS Property. 2. R5 000.00 per incident per SARS

	strictly adhere to all the requirements of the RFP regarding recording and reporting of Security Incidents and Emergencies	day of the occurrence of the Security Incident.	Site for a Security Incident involving loss of or damage to SARS property.
4.	The Service Provider must maintain an Occurrence Book at its Control Room and accurately record therein matters prescribed in the RFP document,	The Service Provider must strictly adhere to all the requirements of the RFP regarding the maintenance of an Occurrence Book, in particular and without limitation thereto, the recording of response activities and observations made.	R3, 000.00 per failure to comply.
<b>ALARM TRIGGERING</b>			
5.	Security Officers must immediately respond to the triggering of an alarm as dispatched by its Control Room Officers	Failure to respond to a triggered alarm within fifteen(15) minutes	R3, 000. 00 per incident of non-compliance.
<b>SECURITY VETTING</b>			
6.	The Service Provider must check the criminal status of its Personnel <b>once (1) in a year.</b>	The Service Provider must provide proof of doing required criminal checks of the criminal status of Security Personnel <b>within ten (10) Business Days</b> after the anniversary of the Agreement.	R 3500.00 per failure to comply.
<b>CONDUCT BY SECURITY OFFICERS</b>			
7.	All Security Officers to wear appropriate uniform for the assignment as prescribed by PSIRA.	Security Officer(s) wearing the wrong uniform	R2 000.00 per incident of non-compliance.
8.	Security Officer (s) must wear PSIRA issued Identification Cards in a visible manner at all times when attending a SARS	Security Officers fails to wear PSIRA issued Identification Card as prescribed.	R3000.00 per incident of non-compliance.

	Site.		
9.	<p>Security Officers must not-</p> <ul style="list-style-type: none"> <li>• Commit a Security Incident.</li> <li>• Aid and abet in the commission of a Security Incident.</li> </ul>	The Security Officer(s) commit any one of the prohibited acts.	R3 000.00 per incident of non-compliance.