

Scope of Work: Service Information

DEFINITIONS:

In this Scope of Work: -

- 1) **"ad hoc service"** means a temporary Security Service or a Security Service for a specific purpose only which is subject to the Client's internal approvals process.
- 2) **"Agreement"** means this document together with all the schedules and annexures hereto, the Tender documents and any Individual Agreement.
- 3) **"Authorized Officer"** means any person authorized by the owner of any public premises or any public vehicle to act in terms of the provisions of section 2 of the Control of Access to Public Premises and Vehicles Act, 53 of 1985.
- 4) **"Business Unit"** means a Business Unit of Transnet Property as indicated from time to time.
- 5) **"Code of Conduct for Security Service Providers"** means the Code of Conduct for Security Providers, 2003 prescribed under the private security industry Regulation Act, 2001 (Act No.56 of 2001);
- 6) **"Contract Administrator"** means the person designated by the Contract Manager to perform all administrative functions per the contract.
- 7) **"Contract Manager"** means the person designated by the Contract Owner to perform contract management functions to ensure that Service Provider delivers against the key performance indicators in order for Transnet to obtain value for money and cost savings.
- 8) **"Contract Owner"** means the Head of Security of Transnet who is ultimately responsible for security services within Transnet.
- 9) **"Declaration Register"** means the written record at a Client Site of any item(s) which a visitor to the Site declares to have on his/her person, including laptops and cell phones, prior to being permitted access to the premises.
- 10) **"Deployment Area"** means any area within a Site which is identified and controlled by the Client where security officers will be deployed to render the Security Service(s).
- 11) **"Effective Date"** means the commencement date of the Security Service(s).
- 12) **"Incident"** includes but is not limited to:
 - a) any breach of security.
 - b) unauthorized persons gaining access to the Site.
 - c) unauthorized third-party motor vehicles on the Site.

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- d) bomb threats.
 - e) suspicious persons or activity in or in the immediate vicinity of the Site.
 - f) discovery of unattended and / or unknown and / or suspicious packages on the Site.
 - g) breach of perimeter fencing at the Site.
 - h) evidence of tampering with the Client's equipment and security systems.
 - i) theft and pilferage of Client's property and/ or third-party property.
 - j) illegal possession of and/or smuggling of narcotic substances, firearms, counterfeit and any other illegal or contraband goods.
 - k) loss or damage to or destruction of Client's assets or property or third-party property.
 - l) hijacking or seizure of the Client's property including but not limited to facilities, equipment, vehicles and buildings; and
 - m) any death or injury to a person resulting from any action to execute an incident.
- 13) "**Individual Agreement**" means an Individual Service Level Agreement (SLA) entered between the Client and the Contractor in respect of the Client's Business Unit, which SLA shall be substantially in the form of the Service Level Agreement attached as Schedule 2.
- 14) "**ISPS Code**" means the International Ship and Port Facility Security Code, as enacted into South African Law by the Merchant Shipping (Maritime Security). Regulations, 2004.
- 15) "**Party**" means either one of these Parties.
- 16) "**Persistent Minor Breach**" means 5 (five) consecutive occurrences, over a period of 6 (six) months, in respect of the same or similar minor breaches (as defined in the Individual Agreements) which relate to noncompliance and/or accumulation of penalties by the Contractor.
- 17) "**PSIRA**" means the Private Security Industry Regulatory Authority.
- 18) "**NARSSA**" means the National Archives and Record Service of South Africa Act 43 of 1996
- 19) "**SASSETA**" means the Safety & Security Sector Education and Training Authority.
- 20) "**Security officer(s)**" means the Contractor's employees including but not limited to security guards (all grades), security supervisors, security inspectors and area managers.
- 21) "**Security Service(s)**" means one or more Security Services or activities as contemplated in the Private Security Industry Regulation Act, 56 of 2001.
- 22) "**Site**" means any Transnet area or premises where Security Services are required as determined by the Client.
- 23) "**Supervising Inspector**" means a shift supervisor (who is at least at a level B Grade) appointed by the Contractor as such.
- 24) "**Tax Invoice(s)**" has the meaning given to that term in the Value-Added Tax Act, 89 of 1991.
- 25) "**Termination Date**" means date of expiry of this Agreement.

- 26) **"VAT"** means Value-Added Tax chargeable in terms of the Value-Added Tax Act, 89 of 1991; and
- 27) **"Work Document"** means the Schedule of Quantities attached as "Annexure A", and which document shall be attached as an annexure to the Contractor's Individual Agreement detailing the Sites and the Deployment Area for which Security Services are required, related Security Services, resources and applicable rates.
- 28) **"acts"** means – all legislation which governs any aspect of this Agreement including without limitation to the Private Security Industry Regulation Act, 56 of 2001 **"Access-delayed time"** means the time taken from arrival on the Site / Affected Property by the Service Provider, his sub-Service Provider or specialist-Service Provider and requesting access to the Site / Affected Property from the Service Provider or his Tenant until the time access is given.
- 29) **"Affected property"** this shall refer to all properties outlined in the pricing schedule in terms of this contract.
- 30) **"Call-out"** means a Service Provider requested to visit the Site / Affected Property outside of the scheduled period.
- 31) **"documentation"** means and any reports, and documents which are to be supplied to the Employer by the Service Provider in terms of this Contract, together with any modifications to such documents as may from time to time be approved in writing by the Employer.
- 32) **"Existing equipment"** means all existing equipment supplied to or made available by Transnet Property to the Supplier within or on the Premises.
- 33) **"High risk areas"** refers to toilets and ablution facilities, all kitchens and mess facilities, all electricity distribution boxes and ducts, all cable ducts and trays, all air-conditioning ducts, all Service ducts, garbage areas and garbage storage areas; waste facility areas, reception lobby, passages, basement storage areas, cafeteria / canteen area, pause areas, bulk filing areas.
- 34) **"licenses"** means the licenses used / issued or deemed to be issued to the Service Provider from time to time in terms of applicable Act(s).
- 35) **"non-inclusive contract"** will mean that services is excluded except that refer to this scope of work. The cost and quantity are uncertain and therefore excluded.
- 36) **"Normal working hours"** means office hours, from 06h00 to 18h00 Monday to Sunday
- 37) **"person"** includes, a natural person, a partnership, a business trust, a foundation, any company or close corporation incorporated or registered in terms of any law, and other body of persons corporate or unincorporated.
- 38) **"property"** means any movable, immovable or intellectual property or any right to such property.
- 39) **Premises"** means the inside and immediate edges of the building, excluding ground and garden area.
- 40) **"Scope of work"** will bear the same meaning as Service Information.
- 41) **"Sensitive security area"** refers to computer centers, personnel records, cashiers, archives, top management office areas and all other areas indicated to the Service Provider.

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- 42) **"services"** means the work, functions, tasks, Services, and / or goods to be performed, rendered and or supplied by the Service Provider, including any subsequent variations or changes to such work, functions, tasks, Services, or goods as may be agreed in terms of this Scope of Work.
- 43) **"service equipment"** means all tools, appliances, machinery and equipment or any other protective equipment required, which the Service provider is obliged to procure at his own cost and which he is required to utilize or deploy in performing, rendering or supplying the Services;
- 44) **"Service manager"** – means the building- / center- / lodge- / hostel manager or representative of the Employer responsible for the management of a specific Site / Affected Property.
- 45) **"site"** means any site, place regardless of whether it is or form part of any temporary or permanent structure, building which is the property of, or is occupied or used by, or is under the control and / or management of the Employer.
- 46) **"specifications"** the document to which is referred in this Scope of Work, in which the method and standards applicable to the rendering of the Service, as well as the materials to be provided and used, are described.
- 47) **"supervisor"** means a competent person appointed by the Service Provider to be on-site and responsible for the management of the Service Provider's staff and Service provided in terms of this Scope of Work.
- 48) **"Service provider"** means the successful tenderer that has been awarded the Service for the period stipulated.
- 49) **"tenant"** means any Person (including BUs of Transnet other than Transnet Property) with his staff, client's, and Service providers with whom the Employer has entered into a lease agreement for the whole or a portion of the Site / Affected Property.
- 50) **"Third party"** means any person other than the Supplier or Transnet Property.
- 51) **"Transnet Property"** means – a specialist unit of Transnet (Soc) Ltd, a public company duly incorporated in accordance with the laws of South Africa with registration number 1990/000900/30, duly represented herein by the Group Executive Officer and or his duly appointed delegate, who warrants that he is duly authorized hereto.
- 52) **"visitor"** a person who visits a tenant, staff member on the Premises or who attends a meeting on the Premises.
- 53) Expressions defined in this Scope of Work shall bear the same meanings in the specifications, schedule or annexure to this Scope of Work which do not themselves contain their own definitions.
- 54) Schedules and/or annexures to this Scope of Work shall be deemed to be incorporated into and form part of this Scope of Work and as such, each reference herein to "the Scope of Work" shall be deemed to include a reference to all such schedules and/or annexures.
- 55) clause headings are inserted for convenience and shall not be used in its interpretation.
- 56) where figures are referred to in numerals and in words, if there is any conflict between the two, the

words shall prevail.

1. BACKGROUND

- 1.1 As the provider of property services within Transnet, Security Services across all of Transnet’s various Property operations are an integral part of ensuring that elevated levels of operational efficiency are sustained, by minimizing disruptions that result from incidents of, housebreaking, damage to property, threats of terrorism, threats to employees, cable theft, theft of property, illegal occupations and land invasions and a threat to Transnet users and customers and tenants that enter our properties.
- 1.2 TP’s objective is to appoint security service providers who are capable of identifying and mitigating security risks through the deployment of competent Security Officers to maximize the protection of TP personnel, contractors, and visitors to TP sites and facilities. TP requirements in respect of national security services include the following:
- 1.2.1 Security personnel (Grade A, Grade B, Grade C, Grade C DH4 (dog handlers) and DH5 (dog handlers)).
 - 1.2.2 Level 2 trained dogs.
 - 1.2.3 Vehicles, quads and motorcycles
 - 1.2.4 Security equipment.
- 1.3 TP seeks to appoint security service providers that hold a valid registration with the Private Security Industry Regulatory Authority (PSIRA).

2. EMPLOYER’S OBJECTIVES

- 2.1 The Employer’s objective is to enter a Long- term Service contract with the Service Provider to provide physical security services for **TRANSNET PROPERTY;VARIOUS SITES** for a period of 12 months to ensure protection of TP personnel, contractors, and visitors to TP sites, vacant land, any TP assets as well as facilities in compliance with legislative requirements relating to the Private Security Industry Regulation Act, 56 of 2001, and other legislative requirements. The Service Provider should be PSIRA registered, qualified, and experienced in the provision of security services to safeguard the Transnet Property assets including but not limited to buildings, material and employees, including visitors and Service Providers.

3. EXECUTIVE OVERVIEW

- 3.1 The Employer requires the Services to ensure that TRANSNET PROPERTY REGIONS and their

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

VARIOUS SITES remain secured throughout the conclusion of this contract with the Service Provider.

- 3.2 The Service Provider shall comply with all relevant legislation as amended from time to time, including, but not limited to:
 - 3.1.1 The Private Security Industry Regulation Act, 56 of 2001.
 - 3.1.2 The Private Security Industry Levies Act, 23 of 2000
 - 3.1.3 Basic Conditions of Employment Act, 75 of 1997.
 - 3.1.4 The Protection of Personal Information Act, 4 of 2013 (POPIA)
 - 3.1.5 The Compensation for Occupational Injuries and Diseases Act, 130 of 1993.
 - 3.1.6 Provincial ordinances and local authority by laws, including all relevant regulations promulgated in terms thereof.
 - 3.1.7 The Occupational Health and Safety Act, 85 of 1993

4 DESCRIPTION OF THE SERVICES

- 4.1 This Service covers complete Security Service in or on the Premises or any other work arising out of or incidental to the above-required supplier for the proper completion of the Service in accordance with the true meaning and intent of this contract on an agreed basis. The final acceptance of the Service lies with Transnet Property.
- 4.2 Transnet Property (TP) is seeking to acquire services of a suitably registered, qualified, experienced Security Management Company to safeguard the TP assets including but not limited to buildings, material and employees, including visitors and Service Providers.
- 4.3 The security services shall be rendered to **Transnet Property Various sites** in the following regions:
 - 4.3.1 Inland Region
 - 4.3.2 Northern Region
 - 4.3.3 Western Cape Region
 - 4.3.4 KZN Region
 - 4.3.5 Eastern Cape Region
- 4.4 Prospective bidders must take note that bidding includes all five regions as detailed in subsequent sections above.
- 4.5 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 to make sure that intruders are identified and removed from site to ensure safety and security of assets are maintained.

5 SCOPE OF REQUIREMENTS

5.1 **NORTHERN REGION**

The requirements for this region are as follows:

Table 1A: Security Officers Unarmed and Armed

Details	Quantity
Grade B Site Supervisor's dayshift	1
Grade B Site Supervisors nightshift	1
Grade C dayshift	14
Grade C nightshift	15

Table 1B: Equipment

Details	Quantity
Push To Talk radios: <ul style="list-style-type: none"> • Must include a patrol monitoring function. • Must include software for monitoring purposes in the control room. • Must be intrinsically safe. • Must use the existing nationwide 3G/4G/LTE cellular networks for unlimited coverage and capacity. • Must have an improved battery that delivers up to 24 hours of operation. • Must include 4G video transmission, location sharing, and instant messaging. 	15
• Hand Cuffs – SABS approved hand cuffs	16
• Batons	17
• Spotlight - SABS approved with minimum of 1000 lumens.	15
• Safety File for the duration of the contract.	1

NORTHERN REGION SITES X 11

Table 1C: Security Officers Unarmed and Armed for all sites.

Details	Dayshift	Nightshift
Nzasm Building (Pretoria Central, Gauteng)	1 x B grade 4 x C grade	1 x B grade 3 x C grade
Witbank (Witbank, Mpumalanga)	1 x C grade	1 x C grade
Cordel-Fos (Pretoria west, Gauteng)	2 x C grade	2 x C grade
Nelspruit (Nelspruit, Mpumalanga)	1 x C grade	1 x C grade

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

Bethal (Bethal station, Mpumalanga)	1 x C grade	1 x C grade
Bloemkomville Hostel (Klerksdorp station, North West)	1 x C grade	1 x C grade
Vaalwater Houses (Vaalwater station, Limpopo)	1 x C grade	1 x C grade
Schwaizer-Reneke station (Schwaizer-Reneke station, North West)	1 x C grade	1 x C grade
East End Shopping Centre (Next to Klerksdorp station, North West)	2 x C grade	4 x C grade

5.2 KZN REGION

The requirements for this region are as follows:

Table 2A: Security Officers Unarmed and Armed for all sites

Details	Quantity
Grade A unarmed Site Controller Monday – Friday day	1
Grade B unarmed Site Supervisor dayshift	5
Grade B unarmed Site Supervisor nightshift	5
Grade C unarmed dayshift	66
Grade C unarmed nightshift	66
Grade C armed (armed Response) nightshift	3
Grade C armed (armed Response) dayshift	3

Table 2B: Equipment

Details	Quantity
<p>Push To Talk radios:</p> <ul style="list-style-type: none"> • Must include a patrol monitoring function. • Must include software for monitoring purposes in the control room. • Must be intrinsically safe. • Must use the existing nationwide 3G/4G/LTE cellular networks for unlimited coverage and capacity. • Must have an improved battery that delivers up to 24 hours of operation. • Must include 4G video transmission, location sharing, and instant messaging. 	60
<p>Push Over Cellular Smartphone:</p> <ul style="list-style-type: none"> • Must support both Push-to-Talk over Cellular (PoC) and phone calls. • Must support Android apps. • Must be able to switch between cellular LTE and Wi-Fi networks. • Must have instant voice and video group calling features. • Must include a car kit for mounting in the patrol vehicle. 	1

Details	Quantity
• Single Cab 2x4 High Rider with a towing bar and branded as a security vehicle with security lights as per PSIRA guidelines.	5
• Hand Cuffs – SABS approved hand cuffs.	60
• Batons	60
• Torch - SABS approved with minimum of 1000 lumens.	60
• Safety File for the duration of the contract.	1

Table 2C: Security Officers Unarmed and Armed

Details	Dayshift	Nightshift
Midlands	16 x C grade 1 x B grade	16 x C grade 1 x B grade
Northern KZN	10 x C grade 1 x B grade	10 x C grade 1 x B grade
Costal 1	12 x C grade 1 x B grade 1 x A grade	12 x C grade 1 x B grade
Costal 2	9 x C grade 1 x B grade	2 x C grade 1 x B grade
Costal 3	22 x C grade 1 x B grade	22 x C grade 1 x B grade

5.3 WESTERN CAPE REGION

The requirements for this Region are as follows:

Table 3A: Security Officers (Unarmed)

Details	Quantity
Grade A Site Controller dayshift working Monday to Friday	1
Grade B Site Supervisor dayshift and Nightshift. Salt River and Adderley- cape town	4
Grade C Dog handler level DH2 Dayshift	2
Grade C Dog handler level DH2 Nightshift	2
Grade C dayshift	12
Grade C nightshift	10

TRANSNET PROPERTY
 ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP
 DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET
 PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

Table 3B: Equipment

Details	Quantity
Push To Talk radios: <ul style="list-style-type: none"> • Must include a patrol monitoring function. • Must include software for monitoring purposes in the control room. • Must be intrinsically safe. • Must use the existing nationwide 3G/4G/LTE cellular networks for unlimited coverage and capacity. • Must have an improved battery that delivers up to 24 hours of operation. • Must include 4G video transmission, location sharing, and instant messaging. 	13
Push Over Cellular Smartphone: <ul style="list-style-type: none"> • Must support both Push-to-Talk over Cellular (PoC) and phone calls • Must support Android apps • Must be able to switch between cellular LTE and Wi-Fi networks • Must have an instant voice and video group calling features • Must include a car kit for mounting in the patrol vehicle 	3
<ul style="list-style-type: none"> • SHE files for the duration of the contract. 	1

K9	Quantity
Dogs DH2 trained (nightshift)	3 2

Table 3C: Security Officers - Unarmed.

Details	Dayshift	Nightshift
Grade A area manager dayshift Mon-Fri	1	
Grade B site supervisor Adderley cape town and Salt River	2	2
Grade C Adderley cape town Mon-Sun	4	4
Grade C Adderley cape town Mon-Fri	2	
Grade C Salt River Yard Mon-Sun	2	2
Grade C Dog Handler Level 4 Salt River Yard Mon-Sun	2	2
Grade C Ikwezi Hostel in LANGA	2	2
Grade C 97 Promat building (Salt River)	1	1
Grade C Koberg Service Road, Cape Town	1	1

5.4 EASTERN CAPE REGION

The requirements for this region are as follows:

Table 4A: Security Officers Unarmed and Armed for all sites

Details	Quantity
Grade B Area Supervisor dayshift (armed)	2
Grade B Area Supervisor nightshift (armed)	2
Grade C dayshift (unarmed)	33
Grade C nightshift (unarmed)	35
Grade C Dog Handler Level DH2 trained dayshift (unarmed)	4
Grade C Dog Handler Level DH2 trained nightshift (unarmed)	4

Table 4B: Equipment

Details	Quantity
Push To Talk radios: <ul style="list-style-type: none"> • Must include a patrol monitoring function. • Must include software for monitoring purposes in the control room. • Must be intrinsically safe. • Must use the existing nationwide 3G/4G/LTE cellular networks for unlimited coverage and capacity. • Must have an improved battery that delivers up to 24 hours of operation. • Must have a clear visible panic button. 	15
Two-Way Radio <ul style="list-style-type: none"> • Must be durable and be of high-quality, SABS approved. 	39
Push Over Cellular Smartphone: <ul style="list-style-type: none"> • Must support both Push-to-Talk over Cellular (PoC) and phone calls • Must support Android apps • Must be able to switch between cellular LTE and Wi-Fi networks • Must have instant voice and video group calling features • Must include a car kit for mounting in the patrol vehicle 	2
Vehicle <ul style="list-style-type: none"> • Single Cab 2x4 High Rider with a towing bar and branded as a security vehicle with security lights as per PSIRA guidelines. • Include a dog cage for K9 transportation. 	2
Quad Bikes 300 CC, including safety kits and training for all operators	1
Alcohol Breathalyzer <ul style="list-style-type: none"> • iBlow10 No Contact Breathalyser • Must indicate B.A.C or BrACmg reading. • Must indicate or display red or green for pass and fail tests. 	2

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

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Details	Quantity
<ul style="list-style-type: none"> Security service provider is liable for training the area supervisors. 	
Access Control Scanner (Drivers Licence and ID Scanner) <ul style="list-style-type: none"> Must comply with POPIA by only collecting necessary data. Must feature real-time scanning. Must be able to scan barcodes on drivers and IDs, use systems that offer encrypted data protection. Must be capable to generate custom reports. 	7
Pepper Spray <ul style="list-style-type: none"> Must dispense contents in a stream to eliminate blowback. Must state the expiry date clearly. SABS approved. 	43
Hand Cuffs <ul style="list-style-type: none"> SABS approved hand cuffs 	43
Handheld Metal Detector	2
Batons	43
Torch <ul style="list-style-type: none"> SABS approved with minimum of 1000 lumens. 	43
Toilet Rental: Mobile toilet with industry standard chemical or odour control, waste breakdown.	3
Guard House 3m x 3m structure with one window with burglar bar installed and a lockable door.	1
Water Ration 40l supplied weekly	3

K9	Quantity
Dogs DH2 trained (nightshift)	6 4

EASTERN CAPE GQEBERHA SITES X 9 (INCLUSIVE OF MAKHANDA)

Table 4C: Security Officers - Unarmed and Armed

Details	Dayshift	Nightshift
Area Supervisor Grade B for Gqeberha armed Mon-Sun	1 x B grade	1 x B grade
Humepark Grade C unarmed Mon- Sun	2 x C grade	2 x C grade
Morton Bay Grade C unarmed Mon-Sun	2 x C grade	2 x C grade
TP and FC Sturrock Precinct Grade C unarmed Mon-Sun	4 x C grade	4 x C grade
Comsec Grade C unarmed Mon-Sun	4 x C grade	4 x C grade

Details	Dayshift	Nightshift
Comsec Grade C Dog unarmed Handler DH2 Mon-Sun	1 x C grade	1 x C grade
85 Burman Grade C unarmed Mon-Sun	2 x C grade	2 x C grade
Transnet Park Grade C unarmed Mon-Sun	3 x C grade	3 x C grade
Transnet Park Grade C unarmed Dog Handler DH2 Mon-Sun	1 x C grade	1 x C grade
Swartkops Depot Grade C unarmed Mon-Sun	3 x C grade	3 x C grade
Swartkops Depot Grade C unarmed Dog Handler DH2 Mon-Sun	1 x C grade	1 x C grade
Coega Quarry Grade C unarmed Mon-Sun	2 x C grade	2 x C grade
Grahamstown Old Station Grade C unarmed Mon-Sun	1 x C grade	2 x C grade

EASTERN CAPE REGION EAST LONDON SITES X 4

Table 4D: Security Officers - Unarmed and Armed

Details	Dayshift	Nightshift
Area Supervisor Grade B for East London armed Mon-Sun	1 x B grade	1 x B grade
Signal Hill Grade C unarmed Mon-Sun	2 x C grade	2 x C grade
46 North Street Grade C unarmed Mon-Sun	1 x C grade	1 x C grade
Arcadia Grade C unarmed Mon-Sun	3 x C grade	3 x C grade
Arcadia Grade C unarmed Dog Handler DH2 Mon-Sun	1 x C grade	1 x C grade
Cambridge Grade C unarmed Mon- Sun	4 x C grade	5 x C grade

5.5 INLAND REGION

The requirements for Inland Region are as follows:

Table 5A: Security Officers Unarmed

Details	Quantity
Grade A Site Manager Monday – Friday	1
Grade B Site Supervisor dayshift	8
Grade B Site Supervisor nightshift	6
Grade C dayshift	148
Grade C nightshift	106

Table 5B Security Officers Armed

Details	Quantity
Grade B Supervisor dayshift (Armed)	2

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

Grade B Site Supervisor nightshift (Armed)	2
Grade C dayshift (Armed)	14
Grade C nightshift (Armed)	14

Table 5C Festive Plan

Details	Quantity
Grade C unarmed officers 31 days per year (08:00-20:00) Year 1	13
Grade C unarmed officers 31 days per year (08:00-20:00) Last 6 months	13

Table 5D Task, Riot and Eviction Team

Details	Quantity
<ul style="list-style-type: none"> 50 days per year ,10 guards per deployment. Deployment will cover day and nightshift. 	1

Table 5E: Equipment

Details	Quantity
<p>Push To Talk radios:</p> <ul style="list-style-type: none"> Must include a patrol monitoring function. Must include software for monitoring purposes in the control room. Must be intrinsically safe. Must use the existing nationwide 3G/4G/LTE cellular networks for unlimited coverage and capacity. Must have an improved battery that delivers up to 24 hours of operation. Must include 4G video transmission, location sharing, and instant messaging. 	70
<p>Push Over Cellular Smartphone:</p> <ul style="list-style-type: none"> Must support both Push-to-Talk over Cellular (PoC) and phone calls. Must support Android apps. Must be able to switch between cellular LTE and Wi-Fi networks. Must have instant voice and video group calling features. Must include a car kit for mounting in the patrol vehicle. 	2
Patrol and escort vehicle, Single Cab 2x4 High Rider with a towing bar and branded as a security vehicle with security lights as per PSIRA guidelines.	9
Safety file for the duration of the contract- One for 96 Rissik Street (HQ) and One for the entire Inland Region Sites	2
Pepper Spray	290

Details	Quantity
<ul style="list-style-type: none"> Must dispense contents in a stream to eliminate blowback. Must state the expiry date clearly. SABS approved. 	
HandCuffs <ul style="list-style-type: none"> SABS approved hand cuffs 	290
Batons	230
Spotlights <ul style="list-style-type: none"> SABS approved with a minimum of 1000 lumens. 	81
Guard House Rental: Wendy house 3 x 3m with one window with a burglar bar and a lockable door.	4
Base Radio a fixed mount VHF (base) radio	2

Table 5F: Security Officers Unarmed

Details	Day shift	Night shift	Total Requirements
Taxido Grade B Unarmed	1	1	2
Taxido Grade C Unarmed	7	4	11
Carlton Centre Grade A Unarmed	1		1
Carlton Centre Grade B Unarmed	4	2	6
Carlton Centre Grade C Unarmed	63	31	94
New Canada Grade C Armed	2	2	4
Wolmarans Grade C Unarmed	2	2	4
Zita Germiston Patrol & Escort Grade C Armed	2	2	4
Langlaagte-dump it (Hlanganani) Grade C Unarmed	1	1	2
Kaserne Commercial Patrol & Escort. Grade C Armed	4	4	8
Parkhill, Patrol & Escort Grade C Armed	2	2	4
Elandsfontein Sub-Stations area Patrol & Escort (Armed)	2	2	4
Elandsfontein Elite Grade C Unarmed	2	2	4
Kaserne Hostel Grade C Unarmed	3	3	6
Parkhill Lodge Grade C Unarmed	2	2	4
Welgedacht Hostel Grade C Unarmed	2	2	4
Sentralrand Grade C Unarmed	3	3	6
Thembisa Hostel Grade C Unarmed	2	2	4
81 Oxford Grade C Unarmed	1	1	2

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

Transnet Property	Grade C	Unarmed	2	2	4
Old Johannesburg	Grade C	Unarmed	1	2	3
HQ, 96 Rissik	Grade B	Unarmed	1	1	2
HQ, 96 Rissik	Grade C	Unarmed	17	7	24
HQ, 96 Rissik Patrol & Escort	Grade C	Armed	2	2	4
Transtel	Grade C	Unarmed	4	4	8
Mirai Rail	Grade C	Unarmed	2	2	4
DE AAR	Grade C	Unarmed	1	2	3
Old Buro Potato	Grade C	Unarmed	3	3	6
JW Sauer	Grade C	Unarmed	2	2	4
Femnet	Grade C	Unarmed	1	2	3
Datavia	Grade C	Unarmed	2	2	4
Naval Hill	Grade C	Unarmed	2	2	4
De Beer	Grade C	Unarmed	2	2	4
Langlaagte-dump it	Grade C	Unarmed	1	1	2
Cash & Carry	Grade C	Unarmed	2	2	4
Netcare Kroonstad	Grade C	Unarmed	2	2	4
Good shed Bloemfontein	Grade C	Unarmed	2	2	4
SARS Kiosk Upington	Grade C	Unarmed	2	2	4
Supervisors Gauteng Bloem and Kimberly Grade					
Carlton Centre Festive Plan 31 days month Year 1	Grade C	Unarmed	9		9
Taxido Festive Plan 31 days Year 1	Grade C	Unarmed	4		4
Carlton Centre Festive Plan 1-month Last 6 Months	Grade C	Unarmed	9		9
Taxido Festive Plan 1-month last 6 months	Grade C	Unarmed	4		4
Task/Riot/Eviction team			10		10

6 PROVISION OF PHYSICAL SECURITY SERVICES:

- 6.1 The Service Provider shall provide required equipment – Portable Radios (to be able to communicate with their control room), Cell phones (sufficient airtime per month); Torches/ Flashlights; electronic guard patrol system.
- 6.2 Breathalyzer testing of employees and visitors into all Transnet premises controlled by Transnet property (Transnet to provide the equipment) including certification and calibration.
- 6.3 Provide Firearms and Ammunition where applicable and based on the risk assessment that will be

conducted.

- 6.4 Provide site Supervisors (grade B) Area Manager (Grade A) as required to ensure compliance in line with the Specification and Service Level Agreement; (Transport to be provided for site visit purposes).
- 6.5 The Security Service provider will conduct a site-specific security risk assessment on a quarterly basis assessment for the regions where the service is required. The information submitted must include risk identification relevant to the security services, Mitigation, probability rating, consequence rating including tolerance matrix.
- 6.6 The service provider should acquaint themselves with all emergency services closest to their sites. Eg, closest SAPS, Fire Services etc.
- 6.7 Ad-hoc Services must be catered for as and when a need arises due to emergency, operational needs, and unforeseen circumstances, and shall be approved by the Employer. (When sites are vacated by a tenant security service to be provided, facilities to advise in advance)

7 THE SERVICE PROVIDER SHALL ADHERE TO THE FOLLOWING PROVISIONS:

- 7.1 Provide all security officers and supervisors necessary support for the proper, efficient and economic performance of the Security Service and shall ensure that such performance is carried out in such a way that it will enable the Employer to secure its assets, infrastructure, employees and all the Employer authorized third parties within the Sites, and third-party property and information, details of which the Service Provider has full knowledge of;
- 7.2 Provide the necessary equipment as agreed to in writing between the Parties in accordance with the scope of works and/or agreed from time to time, which equipment shall always be in good condition and working order to enable security officers to perform their duties.
- 7.3 Ensure that all its security officers comply fully with the prescribed standard terms and conditions for all third parties entering the Employer’s Sites, the Employer operational and security procedures and policies, as they may be amended from time to time in Employer’s discretion, with the details all of which the Service Provider hereby confirms that it is fully and effectively acquainted with.
- 7.4 The Service Provider shall provide the Security Service(s) to the Employer as outlined in the scope of works in respect of specific Sites referred to in the pricing schedule.
- 7.5 The Service Provider shall provide the necessary equipment as specified in the pricing schedule and/or as agreed in writing between the Parties from time to time, which, always, shall be clean and in good working order and good condition, including but not limited to:
 - 7.5.1 Firearms, where applicable
 - 7.5.2 Handcuffs,
 - 7.5.3 Batons

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- 7.5.4 Portable two-way radio linked to a base station
 - 7.5.5 Pocketbooks and pens
 - 7.5.6 Visitors' register
 - 7.5.7 Declaration Register,
 - 7.5.8 Lost and found register
 - 7.5.9 Occurrence books,
 - 7.5.10 Torches, and Spotlights
 - 7.5.11 Personal protective equipment to enable security officers to perform their duties
 - 7.5.12 Guard room
- 7.6 All original pages of books, registers or other documents used in the supply of the Security Service(s) shall immediately after they are full become the property of the Employer, and shall be handed to the Employer, against a signature recording receipt, for safekeeping and record purposes. The Client reserves the right to provide its own stationery to the Service Provider for such use on its Sites.
- 7.7 The Service Provider shall only increase or decrease the number of resources and quantities of equipment provided for in the pricing data with prior written consent of the Contract Owner, failing which the Client shall not be liable to:
- 7.7.1 Pay the Service Provider's costs for additional resources or equipment and shall impose the necessary penalties resulting from the provision of insufficient resources or equipment as stipulated in (Penalties) of this Agreement.
- 7.8 The Employer may from time to time and in writing require an ad-hoc service or additional Security Service(s) from the Service Provider under the same terms and conditions of the contract. The Ad Hoc service or additional Security Services required in terms of shall be provided for a period and within the time agreed upon by the Employer and the Service Provider.
- 7.9 Should operational requirements require amendments to the Security Services, the Controlling Officer may from time-to-time request in writing such amendments to the Security Services, as set out in the Work Document, which amendments shall be agreed and signed by both Parties.
- 7.10 The Service Provider shall render the Security Service(s) in accordance with relevant legislation and in particular in accordance with the provisions of the Private Security Industry Regulation Act, 56 of 2001 and the Code of Conduct for Security Service Providers, 2003 published in terms of the said Act.
- 7.11 Demonstrate that all security officers are registered with PSIRA, and prospective service providers may only employ and post South African citizens or persons who have permanent resident status in South Africa, for the performance of Security Services.
- 7.12 Certified copies of the relevant certificates/documentary evidence shall be submitted by the Service Provider to TP as proof of the security officers' registration with PSIRA and other relevant authorities, on or before the start of the contract.
- 7.13 When required to carry firearms by TP (certain ad-hoc emergency services), the Service Provider shall

only deploy such security officers required to carry firearms who are licensed to do so in terms of the Firearms Control Act, 60 of 2000.

- 7.14 Appointment of shortlisted bidders will be subject to a positive security clearance from State Security Agency (SSA). Upon receipt of the certificate, and if the successful bidder has a negative clearance the contract will be forthwith terminated.
- 7.15 The State Security Agency (SSA) may from time to time require security officers who are deployed at Transnet Property to undergo a security screening process. In such cases the Service Provider will cooperate with Transnet Property to provide the necessary information about the security officers in question, as required by SSA, to perform this security screening exercise.
- 7.16 Provide current non-criminal clearances (automated fingerprint identification) for each security officer to be deployed by the Service Provider to all Sites. In this regard, the Service Provider shall provide such certification on the following basis:
- 7.16.1 The only acceptable certification will be that which has been issued by an official service provider appointed by the SAPS for the provision of this service, or by the SAPS.
 - 7.16.2 All certificates must be valid and periodically renewed as per PSIRA regulations, and it must be renewed before the expiry date of any such existing certification for a security officer.
 - 7.16.3 All costs to produce non-criminal clearance certificates shall be borne by the Service Provider.
- 7.17 In the event of the Employer not satisfied with the performance of any of the security officers provided by the Service Provider in terms of this scope of work, The Employer should notify the Service Provider in writing to forthwith remove that security officer and provide an equivalently qualified and trained substitute. The Employer shall furnish the reasons for its dissatisfaction with the Service Provider in writing, provided the Parties shall keep these reasons confidential between themselves, unless agreed to the contrary in writing. The security officer so removed and replaced at the Employer's request shall thereafter not be used for the provision of further Security Services to any other Business Unit of the Client.
- 7.18 Provide proof, or a Letter of Intent from an Insurer, that the Service Provider has/shall obtain Public Liability Insurance, Security Liability insurance, and Third Party Liability insurance cover for not less than R5 000 000 (five million South African Rand) in respect of one incident or a series of Incidents arising from the same cause and with an annual limit of cover not less than R30 000 000 (thirty million South African Rand).

8 THE FUNCTIONS OF THE DIFFERENT GRADES

- 8.1 The following grades of security officers are required and their functions:

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- 8.1.1 Security Officer Grade A means an employee who performs any or more of the following duties:
 - 8.1.1.1 Assuming responsibility for all staff under his/her control
 - 8.1.1.2 Assisting in the screening of candidates for employment
 - 8.1.1.3 Assuming responsibility for staff training
 - 8.1.1.4 Guarding or protecting goods and Transnet Property assets
 - 8.1.1.5 Required to drive a motor vehicle in the performance of any or all the employees' duties; and
 - 8.1.1.6 Required to conduct Security Risk & Threat Assessments and Incident Investigations.
- 8.1.2 Officer Grade B means an employee who performs any or more of the following duties:
 - 8.1.2.1 Supervising the duties performed by security officers under his control.
 - 8.1.2.2 Instructing security officers to execute legal instructions given while executing their functions.
 - 8.1.2.3 Perform on-the-job training/mentoring of security officers at Grade C;
 - 8.1.2.4 Perform planned job observations to ensure that officers under his control execute their functions as per site instructions/standard operating procedures; and
 - 8.1.2.5 To monitor and enforce legal compliance in terms of terminal health and safety requirements
 - 8.1.2.6 Security Officer Grade C means an employee who performs any one or more of the following duties:
 - 8.1.2.7 Performing foot patrol duties
 - 8.1.2.8 Performing access control duties
 - 8.1.2.9 Guarding or protecting Transnet's people, assets (including physical infrastructure), visitors, and Customer's assets
 - 8.1.2.10 Who may be called upon to perform any or all the duties of a security officer; and
 - 8.1.2.11 Perform traffic management duties within Transnet controlled areas.

9 MANAGEMENT STRUCTURES

- 9.1 The bidder should submit an organigram of the company organizational structure indicating the positions and names of the operations manager, area manager and area supervisors/inspectors on a company letterhead. The organigram must indicate a minimum of three personnel:
 - 9.1.1 1 x Operations Manager
 - 9.1.2 1 x Area Manager
 - 9.1.3 3 x Supervisors/inspectors

- 9.1.4 1 x support services (HR, finance, sheq)
- 9.2 Management should comply with the BCEA and sectorial determination. The copies of policies and procedures in compliance with the legislation should be submitted by the bidder. The company policies should address the following and not limit sick leave, family responsibility, annual leave etc.
- 9.3 The bidder should submit Human resources policies covering HR policies, recruitment and selection policies, Terms and Conditions of employment, Policy to address employment of RSA Citizenship ,Policy to address educational level ,Policy to address Medical examination (fitness for duty) ,Policy to address Criminal record verification (including vetting) ,Policy to address Qualification(s) Verification Grievance, Procedures ,Disciplinary Procedure.

10 PERFORMANCE MEASURES.

- 10.1 Should Service Provider fail to meet the key performance areas set out in this Scope of work, the Transnet Property master agreement and further fail to remedy the Non Performance in accordance with the remedy period indicated the Service Provider shall be liable to the Employer for a Deduction only in respect of the Critical Items detailed in performance indicator in Table 1 hereto, and determined in accordance with the table below. Such Deduction shall be assessed daily and set off against any payments due by the Employer to Service Provider
- 10.2 The Deduction shall be as indicated in the penalties set out in the performance indicators table 1 below, but not limited to

	Key Performance Indicator	Key Performance Target	Penalties
Statutory Inspection Compliance	Inspections of the sites in line with the requirements of the contract	100%	<ul style="list-style-type: none"> • No non-compliances will be tolerated. • Immediate termination of contract for any noncompliance
Reduction in security incidents	Reduction of security incidents quarter by quarter.	50%	<ul style="list-style-type: none"> • 15% of the monthly invoice (for the evaluated quarter), amount payable the following month. • 3 consecutive non-conformances will result in termination of contract
Statutory compliance to the minimum PSIRA illustrative wage,	Compliance with minimum wage.	100%	<ul style="list-style-type: none"> • No non-compliances will be tolerated. • Immediate termination of contract for any noncompliance
Safety	Life Threatening Incidents	<0: Hours without LTI	<ul style="list-style-type: none"> • No non-compliances will be tolerated. • Immediate termination of contract for any noncompliance
Skills base and compliment staff	As per skills list in the pricing data/SOW requirements.	Full compliance on any inspection day (non-compliance will result in termination of contract)	<ul style="list-style-type: none"> • Deduction of the rate for the skill not found plus 20 % of the monthly invoice, amount payable the following month. • 2 consecutive non-conformances will result in termination of contract
PSIRA Contraventions	% compliance with PSIRA regulations Number of notices issued.	100%	<ul style="list-style-type: none"> • 15% of the monthly invoice, amount payable the following month. • 3 consecutive non-conformances will result in termination of contract

TRANSNET PROPERTY
ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP
DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET
PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

11 MANAGEMENT MEETINGS

- 11.1 The Service Provider or its duly authorized representative on the Site/Affected Property shall be required to attend monthly (as needed) Co-ordination/Risk Reduction meetings with the Employer or his delegate at the Site/Affected Property to discuss the provision of Services, and the Service Provider warrants that any representative who attends such Co-ordination/Risk Reduction meetings on its behalf shall be duly authorized to do and to bind the Service Provider vis-a-vis all decisions taken and agreements reached. Minutes and records of such Co-ordination/Risk Reduction meetings shall be the responsibility of the Employer. Minutes will be made available to the Service Provider within seven (7) working days.
- 11.2 The Service Provider must present a monthly written report on the Services rendered by it, in respect of the Site/Affected Property. Unless the Employer prescribes otherwise, this report shall include the following:
 - 11.2.1 Name, address and telephone number of the Service Provider.
 - 11.2.2 Date of report and reporting period.
 - 11.2.3 Incidents / events.
 - 11.2.4 Problems, including administrative problems with the Employer experienced during reporting period.
 - 11.2.5 Any factors that affect, or may affect, the safety of the Site / Affected Property or people and equipment.
 - 11.2.6 Reporting on all shortages on site per month, to compare to the visits.
- 11.3 The Employer may request supplementary and interim written reports from the Service Provider.

12 SERVICE PROVIDER'S MANAGEMENT, SUPERVISION AND KEY PEOPLE

- 12.1 Where applicable the Service Provider shall appoint on the Site / Affected Property a "competent" person in charge. Any instruction to him / her by the Employer shall be deemed to have been issued to the Service Provider. Whenever the representative (supervisor) is absent from the Site / Affected Property, a suitable person shall be appointed to act as his / her deputy.
- 12.2 The Service Provider shall always ensure that there are sufficient suitable qualified and experienced personnel to provide the Service. The Service covered in this Contract must be executed under direct of a qualified supervision.
- 12.3 Successful service providers must have an offsite supervisor/inspector who will visit the client premises twice per shift. The visits must be as follows: 1 x visit before noon in the day, 1 x visit after 15:00 during the day 1 x visit before 00:00 in the night, and 1 x visit after 03:00 am.
- 12.4 Failure to comply with 13.3 will constitute a breach of contract and will be dealt with as per the MSA

- 12.5 Successful service providers have a turnaround time of thirty (30) minutes to respond to any emergency at a respective site.
- 12.6 Bidders must ensure that their operational office is situated in a location that allows compliance with the required response time, failure to comply will constitute a breach and will be dealt with as per the MSA.
- 12.7 All employees provided by the Service Provider in terms of this Contract shall always be neat and properly clothed to the satisfaction of the Employer, the Employer reserves the right to request such employees to wear a uniform purchased by the Service Provider. Employees must be identifiable as employees of the Service Provider by means of their uniforms.
- 12.8 The service provider should deploy a riot and reaction team as and when needed in an event of general strikes, natural disasters, land invasion, illegal building occupations, strikes by Security service provider employees, but not limited to the above. The task/riot team should be in fully necessary uniform and fully equipped to enable them to deal with the situations.
- 12.9 The Service Provider, or any agent or employee of his, must wear protective clothing where necessary. The Service Provider must supply the relevant protective clothing at his own cost and include in the pricing of the Service.
- 12.10 Successful service providers must issue company Identification Cards to Security Officers deployed to TP site which contains the following minimum requirements the name, surname, and PSIRA registration number of the relevant security officer. All security officers must always wear their Identification Cards, or TP Access Cards, clearly and visibly.
- 12.11 Successful service providers must assess the different posts where security personnel will be deployed in the different ports and the associated risks when considering gender selection during recruitment. Personal hygiene must be always maintained by the Service Provider's employees and agents.
- 12.12 The Service Provider and its employees will maintain silence within reasonable bounds on the Site / affected property.
- 12.13 Physical Security rates shall be charged according to prevailing PSIRA rates and failure to adhere to it shall lead to disqualification.
- 12.14 The salaries or wages paid by the Service Provider to his employees must always comply with the applicable statutory requirements in respect of minimum wages. The Security Service Providers communicate the payment dates with Transnet Property; this is to ensure compliance.
- 12.15 All training and evaluation costs as provided for in terms of this Contract shall be borne by the Service Provider;
 - Customer Service
 - First aid
 - Fire fighting
 - Site specific

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- 12.16 It is the intention of both Parties that employees provided in terms hereof shall, as far as practically possible, not fail to carry out their duties because of any form of intimidation. Should intimidation of employees be suspected, the Service Provider shall take prompt action in conjunction with the South African Police Service to remedy the situation.
- 12.17 Such action shall, if deemed necessary by the Employer, include immediate replacement of the employees involved.
- 12.18 The Service Provider shall notify the Service Manager of any form of intimidation its employees may be subjected to.
- 12.19 Should the Employer at any time during the term of this Contract make any facility available to the Service Provider, the Service Provider shall, at its own cost maintain and keep such facility during the term of this Contract in a clean, tidy and sanitary condition and shall at the termination of this Contract for whatsoever reason, reinstate any such facility to the same condition in which it was when handed to the Service Provider, fair wear and tear excepted. The Service Provider will be liable for all electricity costs.
- 12.20 The Service Provider shall make his own arrangements in respect of the installation and provision of telephones at the Site / Affected Property at his own cost, should the Service Provider deem it necessary.
- 12.21 The employees of the Service Provider may only use toilet facilities that have been pointed out to them. Provide mobile toilets on isolated sites as identified.
- 12.22 The employees of the Service Provider may use restroom facilities that have been pointed out to the Service Provider (if available). However, it is not the duty of the Employer to make such restroom facilities available.
- 12.23 The Service Provider shall further ensure that all workmen are fully aware of the conditions and requirements of this Contract and shall furnish all workmen with copies of all relevant Standard Specifications and Regulations Signed off job descriptions should be placed in an area where it is visible to all SSP employees.
- 12.24 If the Employer requires any information regarding any of the employees of the Service Provider who are involved in the rendering of the Service in terms of this Contract, the Service Provider will furnish such available information immediately.

13 ADDITIONAL REQUIREMENT

13.1 Dogs and Dog Handlers;

- 13.1.1 Concerning the requirements of the Performing Animals Protection Act (PAPA) Act 24 of

1935 as amended, all security service providers who use dogs are reminded that they must successfully apply for a license at the Magistrate Court, in which the security service provider is situated and operational, before the commencement of services.

- 13.1.2 The contractor is responsible for the general upkeep of the dogs (housing, feeding, watering and all equipment applicable as per legislation).
- 13.1.3 The contractor is responsible for supplying dog kennels. Transnet may assist the Service provider on accommodating the dogs on site by agreement. The Service provider will still be responsible for the general upkeep of the dogs as per legislation.
- 13.1.4 The service provider must provide all kennels and exercise facilities as required by the Animal Protection Act and ensure the areas are kept in a hygienic condition.
- 13.1.5 Where the services of dogs are required, bidders must ensure that they comply with the Performing Animal Protection Act (PAPA) copies of valid certificates must be handed over to the TP Security Officer before the deployment of the dogs.
- 13.1.6 Level 2 dogs must be trained and tested in real-life situations.
- 13.1.7 Level 2 dogs must be trained to use their bodies to knock down and then overpower by holding onto their challenger/aggressor, or as per SASSETA guidelines
- 13.1.8 Each dog must have a training certificate that is SASSETA accredited and issued by a training centre accredited by SASSETA as proof that the dog is trained.
- 13.1.9 Dog handlers (DH) must have a valid PSIRA certificate for DH2. Handlers and dogs must be capable of working in an environment where staff and/or members of the public are present.
- 13.1.10 The handler must be able to control the dog on a leash.
- 13.1.11 Distance control at 1 meter (dog to follow, sit, and down commands).
- 13.1.12 Stay in any of the above positions for 30 seconds at 5 meters.
- 13.1.13 Recall of dog, and the handler to be approximately 5 meters away.
- 13.1.14 Each dog handler must have a training certificate as proof that they are trained as per section 14.1.9 above.
- 13.1.15 Failure to comply with section 5.4.1.9 will constitute a breach of contract and will be dealt with as per the MSA.

13.2 **VEHICLES, QUAD BIKES AND MOTORCYCLES**

- 13.2.1 Ensure that drivers of vehicles, quad bikes and motorcycles comply with the Road Traffic Act and all other applicable laws and regulations in respect of transporting people and animals.
- 13.2.2 Ensure that all vehicles, quad bikes and motorcycles that will be used in the operations of TP are branded and must be marked as security vehicles in line with PSIRA guidelines.

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- 13.2.3 Ensure that when vehicles, quad bikes and motorcycles are taken for annual services or when there is a mechanical breakdown or accident the vehicle is replaced with the same type of vehicle immediately as requested by TP.
- 13.2.4 Ensure that the vehicles quad bikes and motorcycles, allocated to TP are exclusively for security operations and all other services that are rendered by the TP Security Department. Vehicles are not to be used for the bidders' company work.
- 13.2.5 Should vehicles, quad bikes and motorcycles be used for the bidders' company work and not that of TP Security will constitute a breach and will be dealt with as per the Master Service Agreement (MSA).
- 13.2.6 Where required by TP, the Service Provider shall provide comprehensively insured roadworthy and licensed motor vehicle(s), quad bikes and motorcycles to TP for roving patrols, security duties, and/or prevention of and response to incidents.
- 13.2.7 The contractor should inform the client within two hours of any of its vehicle quad bikes and motorcycles being involved in an accident.
- 13.2.8 All logbooks of vehicles quad bikes and motorcycles should be available inside the vehicle's quad bikes and motorcycles for inspection. Transnet reserves the right to inspect such logbooks without prior notice.
- 13.2.9 The motor vehicle(s), and driver(s) shall be made available to be an onsite response service to TP. The monthly cost for the vehicle shall include the fuel cost.
- 13.2.10 The motor vehicle(s) shall only be driven by drivers who hold valid, unendorsed, and appropriate code licenses and shall always carry their driver's license on their person when driving the motor vehicle(s).
- 13.2.11 The Service Provider will only be allowed to transport security officials in a closed-top vehicle when a vehicle is used to assist with the posting of security officials to their deployment areas. Should an LDV-type vehicle be used for this purpose, then the vehicle must be fitted with a canopy for the protection of the security officials.
- 13.2.12 The Service Provider shall ensure that vehicle logbooks are kept with all vehicles and are completed correctly and fully on a per-shift basis. TP may at any given time request the Service Provider to provide such logbooks for inspection purposes.
- 13.2.13 Maintenance, servicing, and mechanical repairs (hereinafter referred to as "maintenance") of the motor vehicle(s) including all adjustments necessary to keep the motor vehicle(s) in a roadworthy and operational condition shall be provided by the Service Provider at its own cost.
- 13.2.14 Maintenance records for the vehicles provided in terms of this Agreement shall be made available to TP by the Service Provider whenever such request is made by TP.

14 ACTS PROHIBITED WHILST OF DUTY

- 14.1 The successful bidders' security officers must not
- 14.2 Consume alcohol, take illegal drugs, or possess such substances whilst on duty.
- 14.3 Report for duty whilst under the influence of any intoxicating substance.
- 14.4 Sleep whilst on duty.
- 14.5 Leave a post unattended.
- 14.6 Fight or argue on site in view of TNPA's employees, port users or visitors.
- 14.7 Be dishonest at any time during the contract term.
- 14.8 Aid and/or abet in the commission of a Security Incident.
- 14.9 Use or remove TP equipment without permission.
- 14.10 Use unauthorized electronic devices or illegal electronic connections.
- 14.11 Allow access to TP Sites without authority.
- 14.12 Using his/her access card to allow access when a TNPA employee or visitor does not possess an access card.
- 14.13 Opening a gate/door/boom, allowing access without querying the identification of the person entering.
- 14.14 Failing to report an item carried by a person that requires authority e.g., Weapons, laptop computers
- 14.15 Reading TP's Confidential Information.
- 14.16 Committing any as stipulated in section 4.15 by any security officer of the successful bidder will constitute a breach and that security officer must be dealt with as per the bidder's disciplinary code
- 14.17 Should such breaches continue to occur it will constitute a breach of contract and will be dealt with as per the MSA

15 SEARCHES

- 15.1 All security officers who conduct searches and or personal searches must do so within the confines of the law, and according to standard operating procedures and instructions.
- 15.2 Males will search males and Females will search females.

16 UNIFORM

- 16.1 Uniforms must be branded in the bidder's company's branding in line with PSIRA guidelines.
- 16.2 Ensure that the uniform displays the name of their company on the epaulettes etc. to ensure that there is no confusion between TP security and the service provider's personnel.
- 16.3 A standard uniform shall consist of at least the following:

16.3.1 In the case of male security officers:

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- Security wear must include a shirt, pants, socks, safety boots, belt, baton, handcuffs, pocketbooks, and Occurrence books on the post where they will be posted. The Service Provider's insignia, and adequate clothing for protection against inclement or cold weather, which includes a jersey, warm weather coat, and a full-length rain suit, as and when required; and
 - corporate wear of the Service Provider, if so, required by TP, must include a blazer, tie, shirt, trousers, jersey, socks, shoes, belt, handcuffs, adequate clothing for protection against inclement weather, and the Service Provider's insignia, which must appear on the uniform as specified by TP.
- 16.3.2 In the case of female security officers:
- Security wear must include a blouse, skirt or trousers, stockings, safety boots, baton, handcuffs, the Service Provider's insignia, and adequate clothing for protection against inclement or cold weather, which includes a jersey, warm weather coat, and a full-length rain suit as and when required; and
 - corporate wear of the Service Provider, if so, required by TP, must include a blazer, tie, skirt, blouse, jersey, trousers, stockings, shoes, handcuffs, adequate clothing for protection against inclement weather, and the Service Provider's insignia, which must appear on the uniform as specified by TP.
- 16.4 A reflector jacket with the Service Provider's name on the front and back, which is to be issued to all security officers, unless otherwise specified by TP.
- 16.5 Bullet-proof vests (SABS approved) whenever security officers are issued with firearms, or if otherwise directed to do so by TP.
- 16.6 The uniform of the security officers must comply with the requirements in regulation 13 of the Private Security Industry Regulations, 2002, and supplementary directives issued by PSIRA from time to time.
- 16.7 Security officers must be issued with an identity disc, tag, or other equipment prescribed by TP which will contain the following information in respect of the Service Provider's security officers:
- A recent color photograph of the relevant security officer.
 - The name of the security officer on the identification badge must be visible and legible;
 - The identity number, PSIRA registration number, and grade of the security officer;
 - The name and logo of the Service Provider; and
- 16.8 The security officers must, in terms of regulation 9 of the Private Security Industry Regulations, 2002, carry his/her PSIRA ID card, or as otherwise agreed by TP.
- 16.9 Uniforms must be issued annually starting with the first issue to security officers when the contract commences, and uniforms should be issued as follows:
- a. Females: 4 x formal or combat shirts, 3 x formal, or combat trousers, or 3 x skirts, 1 x jersey, x jacket, and 1 x cap.

- b. Males: 4 x formal or combat shirts, 3 x formal, or combat trousers, 1 x jersey, 1 x jacket, and 1 x cap.
- 16.10 Security officers must always wear an appropriate uniform whilst performing the services at TP Sites.
- 16.11 The security officers must be issued with Personal Protective Equipment (PPE) (safety boots and reflector jackets).
- 16.12 First aid boxes must be placed at a central point where the site controller or site supervisor can take them to attend to a safety incident on site and they must comply with TNPA standards for safety boxes.
- 16.13 All safety incidents must be reported to the TP security control room immediately.
- 16.14 Site controllers and site supervisors must be trained as first aiders to be able to attend to minor safety incidents.

17 DELIVERABLES

- 17.1 The Service Providers shall submit the following reports attached to all invoices:
 - 17.1.1 Report on Services delivered/performed.
 - 17.1.2 Completed checklist where applicable.
 - 17.1.3 Ad hoc Services requested where applicable.
 - 17.1.4 All staff and Labour issues that can affect Service delivery to Transnet.
 - 17.1.5 Incident report summary as compiled. All incidents shall be reported as soon as they occur, and a flash/notice report generated within the same shift. A detailed investigative report with corrective and preventative detail shall be submitted within 12 hours from the occurrence of the incident. The monthly reports should have a summary of key issues affecting the affected building.
- 17.2 The Employer reserves the right to alter the format and information required on this report.
 - Number of incidents compared to previous months.
 - Number of arrests.
 - Preventative actions taken to avoid incidents.
 - Shortages on site.
 - Number of incidents compared to previous months.
 - Number of arrests.
 - Preventative actions taken to avoid incidents.
 - Shortages on site.

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- Number of incidents compared to previous months.
- Number of arrests.
- Preventative actions taken to avoid incidents.
- Shortages on site.

18 DOCUMENTATION CONTROL

- 18.1 The Employer will provide the Service Provider at the appropriate times with the information necessary to enable the Service Provider to complete the Services in accordance with the scope of works and schedules. All Information under this contract shall be and remains the property of the Employer and on demand and on termination of the Contract shall be returned to the Employer.
- 18.2 If it is agreed between the Employer and the Service Provider that modifications to any such Documentation are necessary, then such modifications shall be incorporated in the relevant Documentation by the Service Provider and the Documentation, thus modified will be re-submitted to the Employer prior to the completion of the Contract/Task.
- 18.3 Where applicable, the Documentation to be supplied to the Employer in terms of this Contract will include updated copies of the Documentation, duly modified where necessary to cover the Service Provider's Services.
- 18.4 Any register that is torn or pages were torn out of it, or security officers use it as the scribbling paper will constitute a breach and will be dealt with as per the MSA as the respective registers play a critical role in litigation.
- 18.5 Ensure that occurrence books and pocketbooks are replaced immediately when full.
- 18.6 The Employer may from time to time during the progress of the Contract instruct the Service Provider to submit for approval, perusal or prior to the completion of the Contract/Task such additional Documentation as the Employer may require.
- 18.7 The times for submission of the Documentation shall be as stipulated in the Scope of Works or where not so stipulated, then on dates to be mutually agreed between the Employer *and* the Service Provider, but generally as soon as possible after such Documentation is completed by the Service Provider.
- 18.8 The Service Provider will maintain an up-to-date schedule of all Documentation showing the date of all such Documentation, which schedule shall be supplied to the Employer by the Service Provider at agreed intervals.
- 18.9 The Employer will have the right at all reasonable times to inspect the Documentation of the Service Provider or any Sub-Service Provider.

- 18.10 All Documentation shall become and remain the property of the Employer. Title to all information, know how, inventions and improvements disclosed to the Employer by the Service Provider under the Contract will become the property of the Employer.
- 18.11 Approval given by the Employer shall not relieve the Service Provider from responsibility for due performance of this Contract and adherence to Technical Information provided by the Employer. The Service Provider shall protect and save harmless the Employer and Employer's employees against all losses, expenses, demands, errors, or omissions detailing of the Service Provider, its sub-Service Providers, agents or employees in the provision of any Documentation under the terms of the Contract. To this end, it shall be the Service Provider's responsibility to arrange professional indemnity cover through an insurance company acceptable to the Employer, the limits of such cover to be determined by the Employer in relation to the Service.
- 18.12 The Service Provider shall monthly provide the Employer with all records related to this Contract/Service.

19 INVOICING AND PAYMENT

- 19.1 When making a claim for payment, the Service Provider shall submit to the Service Manager or appointed Employer representative a complete and correct pro-forma invoice with all relevant Service reports / sheets, log sheets, invoices, time sheets for any authorized additional work, schedules and reports properly complete setting out details of Services / Tasks carried out and recommendations for any additional work required for scrutiny and verification of the correctness.
- 19.2 Thereafter, inspections will be carried out by the Service Manager or appointed Employer representative, to affect quality assurance. If the Service has been completed to his satisfaction, only upon agreement being reached on the amount to be included in the payment certificate shall the Service Provider provide the Employer with a VAT invoice.
- 19.3 The following information shall be reflected on the pro-forma invoices and or VAT invoices:
 - 19.3.1 Full description of Service / Task performed. (In respect of emergency callouts, the time and date and name of the person who called the Service Provider must be indicated).
 - 19.3.2 Fixed monthly contracted Services performed.
 - 19.3.3 Details of the services rendered.
 - 19.3.4 Copies of all applicable invoices with the applicable inventory number (invoices without order numbers will not be processed for payment).
 - 19.3.5 V.A.T
 - 19.3.6 Grand Total

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

19.3.7 Supporting documentation must be furnished in respect of all materials / Consumables and sub-contract Service.

19.4 Bought out in the form of copies of supplier/s invoices or copies of priced delivery notes.

19.5 Notwithstanding the foregoing, the Service Manager or appointed Employer representative shall have the right to call for invoices rendered by suppliers to the Service Provider in respect of materials purchased and shall be entitled to withhold the issuing of the payment certificate to the Service Provider until such information / documentation have been furnished to the Employer, provided that, in respect of additional documentation required by the Employer, the Employer's instruction shall have been given to the Service Provider in sufficient time before any such payments certificate became due

19.6 Payment will be made thirty (30) days from the date of receipt of the Service Provider's signed invoice and credit notes.

19.7 If any emergency Service / work / task order or overtime is provided at the employers request and subsequent inspection does not reveal any defects for which the Service Provider is responsible, the Service Provider reserves the right to charge the Employer, in accordance with the agreed day work rates plus all travelling.

20 TRAINING WORKSHOPS AND TECHNOLOGY TRANSFER

20.1 All training and evaluation costs as provided for in terms of this Contract shall be borne by the Service Provider.

21 THINGS PROVIDED AT THE END OF THE SERVICE PERIOD FOR THE EMPLOYER'S USE

21.1 Equipment

21.1.1 The inventory materials and spares that were purchased by the Employer during the tenure of the contract should be returned provided the Service Provider still holds some in stock.

21.2 Information

21.2.1 The Employer will provide the Service Provider at the appropriate times with the Technical Information necessary to enable the Service Provider to complete the Services in accordance with the Accepted Plan and schedules. All Technical Information shall be and remains the property of the Employer and on demand and on termination of the Contract shall be returned to the Employer.

22 MANAGEMENT OF WORK DONE BY TASK ORDER/ SERVICE REQUEST OR AD HOC SERVICES

- 22.1 The Service Provider shall in the event of the Employer requesting Services other than those described in this Scope of Work, submit a detailed estimate for such work to the Service Manager and obtain approval from the Employer before attending the work.
- 22.2 TP may from time to time and in writing require ad-hoc services or additional security service(s) from the service provider under the same terms and conditions of the respective Agreement and where applicable in terms of the Individual Agreements. Such ADHOC service or additional security services required shall be provided for a period and within the time agreed upon by TP and the service provider. Such ad hoc services required shall include and not limited to armed guards, DH 2 canine services, task /eviction, patrol vehicles, guard rooms, guard monitoring systems and anything deemed relevant and necessary according by client.
- 22.3 The above ad hoc services must comply with PSIRA and relevant applicable legislation.
- 22.4 No work other than that described in the Scope of Work will be done by the Service Provider without a Task Order (official order number) issued to the Service Provider by the Service Manager. This Task Order (order number) will refer to a complaint number and details regarding the work that must be attended to by the Service Provider in writing.
- 22.5 Should the Service Provider in the course of performance of the Service become aware of the necessity for any emergency work, such emergency will forthwith be reported to the Service Manager for further instructions, provided that nothing herein contained will preclude the Service Provider or relieve the Service Provider from the obligation of taking all such immediate and reasonable steps as may in the circumstances be necessary for the proper maintenance and upkeep of the Installations and the safety of the user(s). The Service Provider shall always follow and implement the specified and mandatory safety procedures.
- 22.6 The Service Provider will not be entitled to preferential consideration in respect of new work in the site/ Affected Property. The Employer reserves the right to employ other Service Providers on an open tender basis where works are done on a project basis and not be a Term Service Contract.
- 22.7 The Employer reserves the right to execute any work covered under this Contract with his own employees.
- 22.8 Should it be required from the Service Provider to affect additional work not priced in this Contract such additional work will be identified and cost in terms of the Price List / Labour Rates as per this Contract.
- 22.9 Any additional work required beyond the scope of this Contract is to be noted as a quotation. Quotations for the additional work are to be received by the Employer within 7 days.
- 22.10 Where the Price (material or labour, or material and labour) is not stipulated in the Price List/Rates or is not of a similar nature the cost will be based on a fixed labour price as per Price List / Rates (during normal working hours) plus material content (excluding that in the Equipment clause) based

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

on proven cost (Supplier/s quotations with deductions for all discounts, rebates and taxes which can be recovered) plus an agreed percentage Fee. Refer to Price List / Rates.

- 22.11 The Service Provider must provide his job cards specifying details of work, this Task Order (official order number(s) and breakdown of cost into Labour and material (for non-Activity Schedule work) and signed off by the Service Manager. In addition to the original completed job card submitted with his account / invoice, the Service Provider must submit a copy of the job card to the Service Manager for audit purposes and retain a third copy for his official records.

23 HEALTH AND SAFETY, ENVIRONMENT AND QUALITY ASSURANCE

- 23.1 The Service Provider must, for the duration of this Contract, comply with the terms of any Act of Parliament and with the regulations and rules of any local or other authority regarding the Service, and he/she must at all times notify such an authority when notice is required and pay all fees to the authority that are payable with regard to the Service. The Service Provider undertakes to indemnify the Employer against all losses, costs, damage, or expenses caused by the Service Provider's failure to comply with the requirements of any such local legislation or Act of Parliament, regulations and rules. Should such fees not be paid by the Service Provider, the Employer may, although it is not obliged to do so, directly make the payment. Such payment and any expenses incurred by directly making the payment and arrangements with regard thereto shall be deducted from the payment due to the Service Provider, or it shall be recovered from him.
- 23.2 Service Provider shall comply with the Occupational Injuries and Diseases Act. (Act 130 of 1993) and any amendments thereof: The Service Provider shall produce proof of his registration and good standing with the Compensation Commissioner in terms of the Act. A safety file will be compiled and submitted prior to the commencement date of the contract.
- 23.3 The Service Provider shall comply with the Occupational Health and Safety Act (Act No. 85 of 1993). The Service Provider is, in terms of section 37(2) of the Act deemed to be an Employer in his own right with duties as prescribed in the Act and agrees to ensure that all work will be performed or machinery or plant will be used in accordance with the provisions of the Act, that all persons in his employ, other persons at the place of any work performed by him and under his control and other persons who may be directly affected by his activities are not exposed to hazards to their health and safety, with particular reference to both the performance of the Service and the safety of the Installation maintained in terms of this Contract. This Contract and all documents attached or referred to, form an integral part of this Contract and procedures mentioned in the section of the Act.
- 23.4 The Service Provider shall at his own costs always comply with the provisions of all such Laws, Provincial Ordinances, Local Authority Bylaws and all relevant Regulations framed there under

which are applicable to the Service to be undertaken.

24 QUALITY ASSURANCE REQUIREMENTS

- 24.1 All work must be executed in accordance with prevailing industry norms and standards relating to quality. In this regard, the Service Provider will be expected to draft quality plans for the Service Manager from time to time. Emphasis must be on improving system reliability and on ensuring that rostered maintenance work is indeed performed as and when required. Transnet will inspect Regional Office to ensure compliance with security laws and emergency readiness.
- 24.2 A safety file must be compiled and submitted before the commencement date of the contract. The Security service provider will not be allowed to occupy the site if the safety file is not submitted and approved before commencement. The security service provider needs to communicate with the appointed security contract manager and the safety specialist from Transnet to ensure compliance with relevant health and safety and security laws and regulations.
- 24.3 The services provider will be responsible for the submission of a safety file as a once off cost for the duration of the contract, the renewal of the medical certificate should be covered in the once off cost.

24.3.1 The safety file shall include the following compliance requirements:

- South African Police Service (SAPS) Criminal Clearance (not older than 6 months).
- Medical fitness certificate from an Occupational Health Practitioner registered with the Health Professions Council of South Africa (HPCSA) (not older than 12 months).
- A valid PSIRA certificate.
- The file of each person who will perform security work at a TP site must be submitted to TP Security before they can attend the safety induction and be issued access and TP access card.
- A signed copy by the security officer and all off-site supervisors/inspectors/area managers/operations managers of induction in all Standard Operating Procedures (SOP), policies, and procedures of TP. Failure to comply will constitute a breach of contract and will be dealt with as per the MSA.

24.4 MANDATORY PRE-QUALIFICATION REQUIREMENTS

Bidders will be required to meet the pre-qualification requirements criteria:

Item	Requirement	Evidence
1	PSIRA (PRIVATE SECURITY INDUSTRY	1(a) Submit copy of a valid PSIRA Company Registration Certificate

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

	REGULATORY AUTHORITY) Compliance.	1(b) Submit copy/copies of a valid PSIRA Grade B or A Certificate for each Member, Director, Partner, and Trustee of the Bidding Entity. (Ownership of the bidding entity will be verified against the CIPC).
2	South African Police Service (SAPS) Criminal Clearance certificate.	Submit the SAPS Criminal Clearance certificate of the Directors, Partner, and Trustee of the Bidding Entity not older than six (6) months at the closing date and time of the tender
3	COIDA (Compensation for Occupational Injuries and Diseases Act)	Submit a valid letter of good standing from COIDA.
4	Public Liability Insurance	Submit proof of Public Liability Insurance for a minimum of R5 million not older than 12 months from the closing date of the tender.
5	ICASA certificate for all hand-held radios and agreement for servicing and calibration	5(a) Submit valid ICASA certificate from ICASA
		5(b) Submit valid agreement for servicing and calibration of equipment between the Security service provider and service provider.
6	Firearm Compliance according to legislation the Firearms Control Act, 2000.	6(a) Submit a valid SAP 538 certificate, signed by the Designated Firearms Officer (DFO) and stamped by the local SAPS station for the approval of the installation of the firearms strong room, utilized for the storage of firearms. Certificate must not be older than twelve (12) months at the closing date and time of the tender
		6(b) Submit a list of SAPS Firearms as recorded in the SAPS Central Firearm Registry and those available for deployment.
		6(c) Submit a valid and duly signed appointment letter from the company CEO/Director, confirming the name and ID number of the Firearms Control Officer.
		6(d) Submit a Valid SAPS issued firearms competency certificate name and ID number of the responsible firearms control officer.
7	Canine (K9) Compliance	7(a) Submit valid copy of the Performing Animals Protection Act (PAPA) License (Act 24 of 1935, amended by Act 4 of 2016) or proof of sub-contracting agreement and a valid PAPA license of the sub-contractor.
		7(b) Submit copy of valid PSIRA DH2 certificates of four (4) Grade C dog handlers or proof of the sub-contracting agreement and a certified PSIRA DH2 certificate of four (4) Grade C dog handlers of the sub-contractor.
		7(c) Submit certified and valid SASSETA copy of Level 2 dog certificate, issued by SASSETA accredited training centre of four (4) dogs or proof of the sub-contracting agreement and a certified SASSETA Level 2 certificate

		of four (4) dogs of the sub-contractor
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25 PROCUREMENT

- 25.1 The Service Provider shall procure, acquire, install, and maintain in good and safe working order all Service Equipment entirely at its own cost and shall have no claim based on enrichment of compensation, or reimbursement or any other nature whatsoever against Transnet Property The Service Provider shall at times bear the risk of loss, damage, destruction, or theft of any or all Service Equipment and shall have no claim based on enrichment or for compensation or reimbursement or any of any other nature whatsoever against Transnet Property.
- 25.2 Transnet Property provides no storage spaces to the Service Provider. Transnet Property may, if possible, make storage space available to the Service Provider. If storage space is not available, the Service Provider is responsible for obtaining it.
- 25.3 The Service Provider shall ensure his Service Equipment against all risks in terms of insurance policy.
- 25.4 The Service Provider acknowledges that it is vital for the Service Provider to be able to provide, render, perform and supply the Services to acquire and use the Service Equipment that is appropriate and suited for the provisions of the Services and that such equipment is maintained in good order and repair.
- 25.5 No equipment, tools or instruments that might cause damage to the building, appliances, persons or the contents thereof may be used.
- 25.6 The Service Provider shall not use defective electrical equipment that could trip the earth leakage unit. Any damages of whatever nature that are caused because of this shall be collected from the Service Provider.
- 25.7 The Service Provider may only use electrical equipment that is used under normal circumstances for the purposes referred to in this Contract and the Service Provider may not tamper with the electrical installation or make any changes thereto without the permission of Transnet Property.
- 25.8 The Service Provider may not affix any connections equipment to the electrical system excluding connections at existing power points provided by Transnet Property. As far as connections at power points are concerned, equipment and appliances that are used may not exceed 2000 watt per power point without prior approval by Transnet Property.
- 25.9 Equipment used by the Service Provider must where applicable, in all respects, conform to The Occupational Health and Safety Act 85 of 1993.
- 25.10 Equipment that is used during a process must in all respects conform to the necessary requirements.

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- 25.11 The Service Provider is only allowed to refill, empty, or clean his/her equipment or machinery at places pointed out by Transnet Property or statutory requirements.

26 WORKING ON AFFECTED PROPERTY EMPLOYER'S SITE ENTRY AND SECURITY CONTROL, PERMITS, AND SITE REGULATIONS.

26.1 The Service Provider shall always ensure that its employees, agents, representatives, specialists-, Subservice Providers and suppliers:

26.1.1 Comply with all security measures and directives imposed by the Employer, or his delegate, tasked with managing the Services in or on the Site / Affected Property.

26.1.2 Keep the access gates / doors always locked. If any security problems are noticed, the Service Provider.

26.1.3 Shall immediately notify the Service Manager.

26.1.4 Shall in terms of this Scope of Work when on duty (unless the Employer should decide otherwise), wear an identity disc, tag or other device as agreed upon between the Parties. For the purposes of this Scope of Work, an identity disc, tag, or other device prescribed by the Employer shall at least contain the following information in respect of the Service Provider's personnel:

- a color photograph of the relevant member.
- full names and surname
- Identity number
- The identity disc shall always be visibly displayed on the employee's person while he/she is on the Site
- Affected Property. The necessary control must be exercised over such identity discs to prevent them from falling into unauthorized hands. The Service Provider will be liable for the replacement cost of lost identity disc.

26.2 All employees of the Service Provider will be subject to the requirements set out in section 2(2) of the Control of Access to Public Premises and Vehicles Act, 53 of 1985.

26.3 A list of names of employees that will be working on the Site / Affected Property during a given time must be made available to the Service Manager. Should any exchange of personnel take place, the Service Manager must be informed accordingly in writing. Unidentified employees, and employees whose names do not appear on the list, will not be allowed to enter the Site / Affected Property.

26.4 Employees of the Service Provider may not walk about without any purpose on the Site / Affected

Property and may not use chairs and seats in public areas for purposes of relaxation.

- 26.5** Employees of the Service Provider have, subject to the terms of this Scope of Work, admission to all areas to perform their duties subject to approval by the Employer / Tenant. If a Service does not have to be performed at a specific stage in a specific area, no admission is permitted. The Service Provider must make provision in his costing for access delays in security areas.
- 26.6** Any disruptions which are deemed to be beyond the Service Provider's control, and which result in the Service Provider's workmen having to leave the Site / Affected Property shall be logged in the applicable report book.
- 26.7** Within seven (7) days of the Contract Date and before such employee enters the Site / Affected Property to perform the Service, the Service Provider shall furnish the Service Manager with the full names, identity numbers, residential addresses, two recent passport photographs and such other items of information as may be required by Service Manager, in respect of all persons who will be employed by the Service Provider to undertake work at the Site / Affected Property in terms of this Contract.

27 PEOPLE RESTRICTIONS, HOURS OF WORK, CONDUCT AND RECORDS

- 27.1** Service operations will be carried out 24 hours a day, 7 days a week, including public holidays.
- 27.2** The Service Provider shall at all-time render Service that enhance and maintain at minimum the corporate image of Transnet Property.
- 27.3** The Service Provider shall at all-time render Service that is in line with Transnet Property's values and ethics.
- 27.4** The Service Provider must exercise the highest possible standards of conduct in performing their duties in accordance with this Agreement.
- 27.5** The Service Provider shall, upon receipt of written request from Transnet Property, provide Transnet Property
- 27.6** With copies of all the Service Provider's operating procedures and processes relating to the Services.
- 27.7** The Service Provider is responsible for overall management and supervision of the contracted staff performing duties at the Premises in accordance with the provisions of this Agreement.
- 27.8** The Service Provider must ensure that a competent site manager is appointed as required ensuring deliverables and quality of Service delivery.
- 27.9** The Service Provider shall immediately inform Transnet Property in writing if any contracted staff is found guilty of improper conduct.
- 27.10** It is expected by the Service Provider to ensure that all duties and tasks to be performed on site are

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

adhered to.

- 27.11** The Service Provider must exercise reasonable skill, care, and diligence in the rendering of the services and the performance of its obligations to Transnet Property.
- 27.12** The Service Provider shall provide written reports on progress made in the rendering of the Services to Transnet Property at such intervals and in such format as may be determined at the sole discretion of Transnet Property.
- 27.13** Transnet Property shall be entitled to request additional information pertaining to any matters or issues raised in or relevant matters or issues omitted from a progress report.
- 27.14** In the event of an unusual occurrence, the Service Provider shall submit an Incident Report to Transnet authorize representative within twenty-four (24) hours.
- 27.15** All reports prepared during the term of this contract shall become the property of Transnet Property.
- 27.16** Where services are deteriorating a service improvement plan can be requested on how Services will be improved.
- 27.17** The Service Provider shall ensure that all necessary equipment, services, or material required are kept in the condition as required by law, regulations, and procedures and readily available for Transnet Property to inspect and test without prior notice.
- 27.18** The Service Provider shall, in the provision of the services, have due regard to the operational requirements of Transnet Property and the Premises and other parties occupying or operating from the Premises and shall not do, or permit to be done, anything which may negatively impact on such parties' operational requirements.
- 27.19** The Service Provider shall ensure that it and its contracted staff and site manager shall always comply fully with any safety, fire, emergency and security procedures and policies applicable at the Premises.
- 27.20** Should Transnet Property at any time believe that any of the Service Provider's personnel is failing to comply with any such procedures or policies, Transnet Property shall be entitled to deny such person access to the relevant Premises and require the Service Provider to replace such person without delay.

28 PERSONNEL STANDARDS

28.1 Service Provider staff must be:

- able to communicate the official language of Transnet which is English.
- physically fit to perform the tasked duties as required.
- presentable, clean, neat, and always portray a professional image whilst conducting their duties in a professional manner.

28.2 Contracted staff must always be alert, vigilant and professional in their approach, bearing and actions and the following deviations will be regarded as extremely serious and may be regarded as sufficient reason to ask the Service Provider to remove a particular contracted staff(s) from the Premises permanently:

- Absence without proper notification.
- Accepting any gifts or bribes in the line of duty.
- Conduct unbecoming of a contracted staff or prejudicial to discipline, either on or off duty.
- Drinking intoxicating liquor or using intoxicating substances while on duty or reporting for duty in an intoxicated condition.
- Enabling any person to secure stolen property from the Premises.
- False reporting.
- Negligence in the application of Transnet instructions, after being duly informed thereof.
- Sleeping on duty or neglecting his/her duty.
- Using or carrying an illegal weapon.
- Unnecessarily harsh or violent conduct or using profane language while performing his / her duties in accordance with this Agreement.
- Willful disobedience of instructions, orders of a superior or a reasonable request by Transnet Property.
- Failing to report any security incident or safety hazard either observed by the contracted staff or brought to his/her attention by another person.
- Failing to wear the prescribed clothing or identification when on duty
- Failing to present an acceptable image or an upright position, or to deal with any person in a respectful manner. This implies that a contracted staff shall not sit when he/she should be standing and shall not lounge about, smoke, eat, drink, read or occupy him/herself with any distracting activity while attending to any person in the performance of his/her duties.
- Use of cell phones whilst on duty can lead to the SSP neglecting his duties Congregating of guards in areas where they are not deployed, guards are to remain on their post. Service Provider staff may be subject to breathalyzer testing by Transnet or Representative Service Providers prior to the granting of permission onto its Site.

29 UNCOVERED AND PARTIALLY COVERED SHIFTS

29.1 The successful bidders shall ensure that all Security Officers are assigned to a shift report for duty timeously.

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- 29.2** Late coming shall be regarded as a partially covered or uncovered shift.
- 29.3** Whenever a Security Officer is late or absent for a shift, the incident must immediately be reported to the TP Security or his/her appointed delegate, and a replacement must be deployed on a site within one (1) hour.
- 29.4** The replacement Security Officer shall not be a person who has just performed the Services elsewhere or at a Site immediately before the shift of the late or absent Security Officer.
- 29.5** The replacement Security Officer must be of the same quality and grading level as the absent Security Officer.
- 29.6** The replacement Security Officer must be trained in TP Site instructions and procedures before the placement.
- 29.7** Contingency plans must be developed and implemented at all TP Sites concerning short or late postings.

30 BREACH OF CONTRACT

- 30.1** Shortage of any equipment or the non-availability of vehicles or quad bikes due to no replacements or fuel will be regarded as a breach of contract and will be dealt with as per the MSA.
- 30.2** Shortages of security officers irrespective of the grade including dog handlers due to no replacements will constitute a breach of contract and will be dealt with as per the MSA.
- 30.3** By not complying with MSA after the successful bidder was asked to remedy the breach/es in a written communication, failure to do so will result in the contract being terminated.

31 HEALTH AND SAFETY FACILITIES ON AFFECTED PROPERTY

- 31.1** The Service Provider undertakes to comply with the Employer's safety and emergency measures and procedures.
- 31.2** The Site / Affected Property.
- 31.3** The Service Provider's procedures for the procurement, storage, handling, transporting, application, and general use of chemicals shall comply with all applicable legislation, Codes of Practice and Local, Regional or Provincial Authorities.
- 31.4** The Service Provider shall not use or keep any poisonous or highly flammable materials on the Site / Affected Property without the approval of the Service Manager, for the rendering of the Service or for whatever purpose.
- 31.5** The obligation to take care of and protect the Service and everything connected therewith shall rest solely with the Service Provider who shall take all necessary precautions to protect Others, the property

of the Others, the property, and personnel of the Employer from damage or injury, and to protect adjoining property from trespass or damage during the Service.

- 31.6** The Service Provider shall inform the Employer verbally and in writing and act immediately on any potentially hazard or undesirable situation which may cause harm to people, or which may damage or reduce the life expectancy of the Installation, even if the hazardous or undesirable situation does not form part of the Service Provider's responsibilities.
- 31.7** The Service Provider may not do or leave or permit anything on the Site / Affected Property that, in the opinion of Service Manager, might cause any damage to the property or that might be a nuisance or burden or danger or possible nuisance or burden or danger to any person on / in the Site / Affected Property.
- 31.8** The Service Provider shall be obliged to display neat warning signs of which the size and design are of such a nature they are easily visible, at all places where the Services are undertaken by the Service Provider, and
- 31.9** Where the rendering of the Services might cause injuries to any person, to focus the attention of such person on the Services that are undertaken in that area.
- 31.10** Special condition: It is hereby specially stipulated that, during the period of this Contract, the Service Provider will be obliged to do everything that might be necessary and practically feasible to ensure that all signs, printing, notices, or documents that are displayed on / in the Site / Affected Property, will appear in English plus at least one other official language.

32 RECORDS OF SERVICE PROVIDER'S EQUIPMENT

- 32.1** The Service Provider shall have all their Tools and Special Equipment, necessary for the execution of the works, either on site or readily available at their Premises and shall be recorded and certified.
- 32.2** The Service Provider shall complete or generate inventory lists of their equipment and update inventory lists systems on a continuing basis (equipment type and location).
- 32.3** Provided by the Service Provider.
- 32.4** The Service Provider shall make his own arrangements in respect of the installation and provision of telephones at the Site/Affected Property at his own cost, should the Service Provider deem it necessary.

33 SITE INSPECTIONS

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

DESCRIPTION OF THE SERVICES: THE PROVISION PHYSICAL SECURITY SERVICES FOR TRANSNET PROPERTY VARIOUS SITES FOR A PERIOD OF TWELVE (12) MONTHS

- 33.1** The Employer or its duly appointed representative shall retain the right to witness and/or verify the performance of any Service by the Service Provider at any time.
- 33.2** The Service Provider is required to conduct site inspections daily and ensure that the reports are maintained and made available to the Employer.
- 33.3** Independent inspections: the Employer shall have the right to authorize the inspection of individual equipment inspections shall be promptly communicated in writing to the Service Provider. Should any defects or remedial work be required in terms of this Contract, the Service Provider shall expeditiously undertake it within a mutually agreed period the corrective work. When the Service Provider's work has been completed satisfactorily, the Employer or its duly appointed inspector shall be notified in writing. A further follow-up inspection by the Employer or its inspector may be conducted.
- 33.4** Should the follow-up inspection show that the work as agreed and undertaken by the Service Provider has not been satisfactorily carried out; the procedure shall be repeated until the established standard of security services has been attained. The cost for the follow-up inspection shall be borne by the Service Provided
- 33.5** Notwithstanding the Employer's rights in terms of this Contract, the Service Provider shall refund the Employer its costs associated failure to render the services as required.
- 33.6** The independent inspections shall in no way limit the Service Provider's responsibility with respect to any obligation or liabilities in terms of this Contract.

34 OFFICE INSPECTIONS TRANSNET RESERVES THE RIGHT TO CONDUCT OFFICE INSPECTIONS ON SHORTLISTED BIDDERS. THE FOLLOWING WILL BE INSPECTED DURING THE OFFICE INSPECTIONS BUT NOT LIMITED TO.

- 34.1** Valid Proof of Lease Agreement or Ownership of Operational Office.
- 34.2** Control Room and communication
- 34.3** At the Operational Office, the following will be looked at communication, radios and telephone network in a working condition, a dedicated company email address. A updated and current occurrence book and a current and approved roster and posting sheets. Proof that the operations, area managers and inspectors are issued with an effective communication device.

35 FLEET MANAGEMENT

- 35.1** a valid lease agreement or proof of ownership, vehicles with an updated vehicle licence disk that are

marked with company decals and a maintenance plan.

36 OCCUPATIONAL HEALTH AND SAFETY

36.1 Hard copy/soft copy of Safety policy, Hard copy/soft copy proof of SHEQ representative training certificate/s, first aid box available and comply to OHS Act, contents in the box is not expired. Report of safety investigation of incidences and findings. Hard copy/soft copy of minutes indicating incidents discussed at SHEQ meetings for the past year. Hard copy/soft copy Training certificate(s) of medical first aid responder(s) as per the OHS Act.

37 UNIFORMS

37.1 Storeroom for Uniforms, Sample(s) of Shirt/blouse Pants, Trousers, Skirts, Cold weather jacket/jersey, raincoats, reflective jackets, identity cards, baton, handcuff and keys and pocketbooks and pens I belts, boots and shoes in accordance with PSIRA guidelines

38 SATELLITE OFFICES PER REGION

38.1 TP will also expect that the successful bidder set up a satellite office in the region, where the bidder was awarded a contract. The satellite office but not limited to, should have a SABS installed safe and a dedicated landline to receive and make calls and a email address, manned by an employee that can resolve pay queries.

39 EVICTIONS

39.1 Transnet has reserved the right to evict non-paying customers and people that illegally occupy land or properties. Therefore, it is expected from the Security service providers to provide a fully equipped task team to assist in such evictions as and when requires.

40 POPPIA Act

40.1 Transnet fully supports the POPPIA act as set out in legislation and processes all customers and employee's information as prescribed in the act. It is expected from the security service provider to adhere to the POPPIA act and its regulations when processing Transnet employees and customers

TRANSNET PROPERTY

ENQUIRY NUMBER: TP/2026/03/0002/113792/RFP

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persona information, noncompliance of this act may lead to termination of the contract.

41 OPERATIONAL EMERGENCY AND BUSINESS CONTINUITY METHODOLOGY

41.1 The service provider shall ensure continuity of operations at Transnet Property by outlining minimum response times, mitigation and escalation procedures, and the process for invoking and executing the Business Continuity Plan (BCP) under emergency scenarios and ensures effective implementation of it:

Scenario-Specific Methodology

41.1.1 Land Grabs

- Response Time:
 1. Notify SAPS and Transnet within 15 minutes of incidents via established channels.
 2. Deployment of service provider security task-team (eviction team) or back-up within 45 minutes
- Mitigation: Secure perimeter, restrict unauthorized access and take control of the scene.
- Escalation: Escalate and engage local, regional or provincial police department dealing with land grabs (whichever is of service to the site or region)
- BCP Execution: Relocate affected operations to alternative sites and stakeholder engagement teams.

41.1.2 Industrial Action by Service Provider's Employees / General Strikes

- Response Time:
 1. Immediately notify Transnet management within 1 hour via established channels.
 2. Deploy service provider's security task-team (eviction team) and/or sufficient back-up and SAPS within 45 minutes.
- Mitigation: Deploy a relief staff/backup and maintain minimum guarding levels.
- Escalation: If strike exceeds 12 hours, escalate to regional or provincial SAPS or law enforcement unit dealing with strikes.
- BCP Execution: Activate contingency BCP ensures critical sites, people and properties remain protected.

41.1.3 Industrial Action by Transnet Employees

- Response Time:
 1. Notify Transnet management immediately via established channels.
 2. If the strike has a notice, notify Transnet security soon as it starts or is about to start.
- Mitigation: Maintain essential services through capacitating the affected sites

- Escalation: Escalate to SAPS if strike impacts critical operations.
- BCP Execution: Prioritize continuity of essential infrastructure and safeguard it.

41.1.4 Fires

- Response Time:
 1. Notify Transnet management and local fire department via established channels.
 2. Immediate evacuation and firefighting response within 15 minutes.
 3. Contain the fires as far as reasonably practicable.
- Mitigation: Activate fire suppression systems, coordinate with Transnet and municipal fire services
- Escalation: Escalate to Transnet Management if damage exceeds or likely to exceeds local containment.
- BCP Execution: Relocate operations to unaffected facilities and activate recovery protocols.

41.1.5 Natural Disasters (Floods, Storms, Earthquakes)

- Response Time:
 1. Notify Transnet immediately after occurrence.
 2. Mobilize emergency response teams within 30 minutes.
- Mitigation: Secure assets, evacuate personnel, activate disaster recovery protocols.
- Escalation: Escalate to National Disaster Management Centre if scale exceeds local capacity.
- BCP Execution: Relocate operations to designated disaster recovery sites; activate Transnet management for IT disaster recovery systems and ensure continuity of critical services.

41.2 Communication: Immediate notification to Transnet and relevant stakeholders shall be made via established channels.

41.3 Documentation: All information, assets or properties or any material object that may form part of investigations recovered or gathered during the disaster shall be preserved, kept safe and be made readily available at the request of Transnet, fire department and/or any Law-enforcement agency. All incidents logged, investigated, and reviewed shall be kept for continuous improvement. The service provider shall acquaint itself with the relevant disaster management contact details, protocols and adheres to the expected professional conduct in dealing with disasters at the place of incidents.