



NKANGALA DISTRICT MUNICIPALITY



SCOPE OF WORK

DESCRIPTION OF WORKS

1. Bidders must be able to assume duty after receiving the letter of appointment as indicated in the appointment letter.

1.1 The contract will be for a period of 36 months from the date of award of the bid.

2. Prospective bidders must visit the site to ascertain the extent of the service to be rendered.

3. BIDDERS MUST FINISH THE FOLLOWING INFORMATION

- Where their headquarters are situated. Where regional offices, if any, are situated, whether local offices will be established at the centres where the service is to be rendered.
- The names, identity numbers and street addresses of all Members of the prospective provider
- Proof of training/experience and/or a condensed description of the training/experience at the bidder's command, must accompany the bid. If the training must still be provided or experience gained, an indication must be given as to when, where and by whom it will be provided.

B. CONDITIONS OF CONTRACT

1. The norm/quality of the security service to be rendered must be in accordance with acceptable standards of the security trade.

2. All possible steps shall be taken by the contractor to ensure that the contract/intended execution of the agreement, will take place. These steps include, inter alia, the following:

2.1 The protection of the municipal property at the intended sites and the protection of the said property against theft and vandalism.



2.2 The protection of the municipality's officials against injuries, death or any offences, including offences referred to in Schedule 1 of the Criminal Procedure Act, 1977 (Act 51 of 1977).

3. The contractor must provide the security personnel as required for the successful rendering of the service, as follows:

Security Officer, Grade C, where required and according to the site specification. That is the person who performs any or more of the following duties:

- a) Controlling or reporting on the movement of person or vehicles through check-points or gates;
- b) Searching persons and, if necessary, restraining them;
- c) Supervising or controlling security officers; Grade D;
- d) Searching goods or vehicles; and
- e) who may be required to perform any or all of the duties of a security officer.

3.2 Security Officer, Grade D, where required and according to the site specification. That is, the person, other than a security officer, Grade D, who performs any or more of the following duties:

- a) Guarding, protecting, or patrolling premises and municipal assets.
- b) Handling or controlling dogs in the performance of any or all the duties referred to in (a), where applicable.

4. It is the responsibility of the contractor to see to it that the security personnel in his/her service and especially those employed for the rendering of this service, always meet the following requirements:

4.1 SUPERVISORS

4.1.1 Supervisors must be schooled to at least standard Eight levels (Grade 10).

4.1.2 Supervisors must have a good grounding in their post descriptions and duties.

4.1.3 Supervisors must at all times be capable of leading/ controlling and supervising their

subordinates. Supervisors must be able to communicate, read and write in at least English.



4.2 SECURITY OFFICERS

4.2.1 Security officers must be schooled to at least standard Six level (Grade 8).

4.2.2 Security officers must be able to communicate, read and write in at least English and any other official language.

4.2.3 Security officers may not be younger than 18 years of age.

5. The following general requirements apply: -

5.1 Supervisors and security officers must have undergone and passed formal security training.

5.2 At all times supervisors and security officers must present an acceptable image/appearance which implies, inter alia, that they may not sit, lounge about, smoke, eat or drink while attending to people.

5.3 Supervisors and security officers must at all times present a dedicated attitude/approach to security, which attitude/approach shall imply, inter alia, that there shall be no unnecessary arguments with visitors/staff or discourteous behaviour towards them.

5.4 Supervisors and security officers must be physically healthy and medically fit for the execution of their duties.

5.5 Supervisors and security officers must be registered as Security officers/guards, as required by Security Officers Act 92 of 1987, Section 10 (1) (b).

5.6 Supervisors and security officers must sign an undertaking in which they declare that they will refrain from any action, which might be to the detriment of the municipality.

5.7 Supervisors and security officers are prohibited from reading departmental documents or records in offices or unnecessary handling thereof.

5.8 No information concerning the municipality activities may be furnished to the public or media by the contractor and his employees.

5.9 The municipality reserves the right to ascertain from the South African Police Service (SAPS) whether security personnel possess record clearances as well as to ascertain from the Council of Security Officers whether the security personnel are registered with the Council of Security Officers.

5.10 Security personnel must at least possess security clearances issued by the SAPS.



6. The contractor undertakes to ensure that each member of his/her security personnel will at all times, when on duty, be fully equipped in respect of:

6.1 A neat and clearly IDENTIFIABLE UNIFORM of the company, which will include matching raincoats and overcoats,

6.2 A clear IDENTIFICATION CARD OF THE COMPANY with the member's photo, identification and file numbers on it, worn conspicuously on his/her person at all times.

6.3 Service aids to be always worn on the person during guard duty, such as:

- ❖ Baton
- ❖ Handcuffs
- ❖ Whistle
- ❖ Pocket book
- ❖ Pen
- ❖ Torch (at night)
- ❖ Two-way radio (where applicable)
- ❖ Firearm (where applicable)
- ❖ Firearm sensor

7. At his headquarters the contractor must keep available for inspection by representatives of the municipality, proper staff files as well as all appropriate documents of all security personnel in his service who are employed for the rendering of the service to the municipality by the contractor and be available for inspections by the municipality. The appropriate documents shall include, inter alia, scholastic, registration and medical certificates and security clearances.

8. The contractor must ensure that the security aids, if specified, are available at all times at each site where he renders a security service in terms of his contract (see-separate site specification)

OCCURRENCE BOOK

Purpose: The purpose of the occurrence book is to give an overall picture of activities and inspections by supervisors and other occurrences at the site.

Compulsory occurrence book entries: The security personnel on duty must take the following entries in the occurrence book:

- a) A listed routine procedure such as patrols undertaken, handing-over of shifts etc, Mentioning the procedure followed, by whom and the time of commencement, These entries must be made clearly legible in blue or black ink.
- b) All occurrences, however important, slight or unusual, with reference to the correct time and relevant actions taken.



- c) All security personnel activities, especially deviations in respect of the duty list, indicating particulars of the personnel and relevant times.
- d) The issue and/or receipt of keys, indicating the time and by whom they were received or delivered.
- e) The locking or unlocking of doors or gates, indicating the time and by whom locked or unlocked.
- f) The handing-over of shifts, mentioning all names of all shift personnel and accompanying equipment and aids. In this case, personnel taking over as well as personnel handing over must sign the entries.
- g) Occurrences book read: After the exchange of shifts, the first level supervisor must make an entry declaring that he/she has read the occurrence book in order to acquaint himself with events that occurred during the previous shift.
- h) All visits by second-level supervisors and management: These entries must be in red ink.
- i) Officials of the municipality shall pass on ill writing, all additional requests in respect of the rendering of the service.

NOTE: Under no circumstances may an entry in the occurrence book be erased, painted out with correction fluid or totally deleted. It shall only be crossed out by single line and initialled at the side.

Storage of occurrence books: The contractor shall store the fully entered occurrence books for a period of three years.

8.2 ADMISSION CONTROL REGISTER OF FORMS

8.2.1 Purpose: The purpose of the admission control register or forms is to have information available at all times regarding persons and vehicles admitted to the site within a specific period, in case occurrences should take place which might lead to a judicial enquiry.

8.2.2 Pedestrian register /Pedestrian admission control forms: These register forms must be completed correctly and legibly by the security guard/officer on duty and shall make provision for the following:

- ❖ Date of visit
- ❖ Admission and exit times of the visitor to and from the site
- ❖ Surname and initials of the visitor
- ❖ Home or work address of the visitor



- ❖ Identity number of the visitor
- ❖ Name of person to be visited
- ❖ Purpose of visit
- ❖ Brand, caliber and number of firearms on visitor's
- ❖ Possession (if any)
- ❖ Signature of visitor

8.2.3 VEHICLE REGISTER VEHICLE FORMS: These register forms must be completed correctly and legibly by the security officer on duty and shall make provision for the following:

- ❖ Date of visit
- ❖ Admission and exit times of the visitor to and from the site
- ❖ Surname and initials of the visitor
- ❖ Home or work address of the visitor
- ❖ Registration number of the vehicle
- ❖ Identity number of the visitor
- ❖ Name of person to be visited
- ❖ Purpose of visit
- ❖ Number of passengers
- ❖ Brand, calibre and number of firearm on visitor's possession (if any)
- ❖ Signature of visitor

8.3 NOTEBOOK

8.3.1 Purpose: The purpose of the notebook is to note down all incidents occurring or observations made by a security guard/officer during a turn of duty, for later reference.

8.3.2 Requirement: During their turns of duty all security personnel must have a notebook on their person.

The following information must be written down in the notebooks:

All occurrences/events, however Important, slight or unusual, referring to the following:

- ❖ Reporting on and of duty
- ❖ Date & time of occurrence or event
- ❖ Extent of occurrence or event
- ❖ Follow-up actions taken in respect of occurrence or event

8.3.3 Copying into occurrence book: All relevant information noted down in the notebook must immediately or directly after return from a patrol, copied into the occurrence book.



8.3.4 Storage of notebooks: The contractor must store the fully entered notebooks for a period of three years.

8.4 DUTYLIST

8.4.1 Purpose: The purpose of the duty list is to serve as a proof, at reasonable times that all personnel, who should be on duty per shift, are indeed on duty.

8.4.2 Drawing up a duty list: Daily, weekly or monthly duty lists of all security personnel on duty must be drawn per shift, as proof that they were indeed on duty.

8.4.3 Changes to duty list: Any change to the duty list shall be crossed out by a single line, initialed, dated and noted in the occurrence book

8.5 DUTY SHEET

8.5.1 Purpose: The purpose of a duty sheet is to ensure that all security personnel on duty are familiar with the duties as required for this contract.

8.5.2 The contract must have available comprehensive duty sheet per site.

8.6 TWO WAY RADIOS

8.6.1 Purpose: The purpose of radio communication is the establishment of immediate communication at the different duty points and control on the site, as well as between controls at the contractor's headquarters.

8.6.2 Hand-carried radios: Serviceable hand-carried radios must at all times be provided by the contractor as stipulate: in the site specification.

8.7 CLOCK POINTS

8.7.1 Purpose: The purpose of clock points is to ensure that patrolling at the site takes place correctly according to instructions.

8.7.2 Check points shall be provided by the municipality at identified sites.

9. The first or second level supervisor must make daily contact with the Director Corporate Services or his/her representative.

10. No security personnel are allowed to do continuous duty for longer than twelve hours.

11. LOST ARTICLES



11.1 Lost articles found at the site and for which ownership cannot be established immediately must be handed to the departmental representative.

11.2 All lost articles handed in at the control room must be recorded in the occurrence book, after which they must be handed to the municipal departmental representative.

11.3 No Municipality deliveries by any person will be received at the control room. The necessary arrangements must be made by the relevant department.

12. LABOUR UNREST INCIDENTS

12.1 If the service is interrupted or temporarily deferred because of any labour unrest, labor dispute, civilian disorder, a local or national disaster or any other cause beyond the control of the contractor, the parties must come to an agreement on the methods to ensure continuation of the security services.

13. CHECKING OF SERVICE

13.1 The municipality reserves the right to check the service rendered by the contractor at any time, in order to assure that the service is rendered in accordance with the conditions of the contract and the site specification.

13.2 The municipality reserves the right to require from the contractor that any of his employees be replaced, in which case the employee must leave the site forthwith. The municipality will not be held responsible for any damage or claims, which may arise because of this, and is indemnified against any such claims and legal expenses.

13.3 NOTE: The official responsible for Security Services will have the right to check daily whether sufficient personnel are available at the site in terms of the conditions.

13.4 All personnel shortages must be noted down in the occurrence book.

14. The contractor will be held liable for any loss suffered by the municipality, as a result of the contractor's own or his employees' negligence or intent, which originated at the site.

15. The municipality will be liable for any loss or damage of any nature to any of the contractor's properties or any items kept at the municipality's site, in cases where the loss originated as a result of negligence or intent on the part of the municipality.



16. The municipality is indemnified against any liability, compensation or legal expenses in respect of the following cases:

16.1 Loss of life or injuries, which may be, sustained by the security personnel during the execution of their duties.

16.2 Damage to or destruction of "any equipment or property of the contractor during the execution of their duties.

16.3 Any claims and legal costs which may ensue from the failure by or acts committed by the security personnel against third persons, which acts include illicit frisking, illicit arrests and other illicit or wrongful deeds. The contractor shall be notified in writing of the particulars of each claim he is liable for.

17. The contractor must, at his own expense, take out sufficient insurance against any claims, costs, loss and/or damage ensuing from his obligations and shall ensure that such insurance remains operative for the duration of the service. A copy of such insurance contract shall be handed to the Director Corporate Services on commencement of the service.

18. The contractor may not, unless otherwise specified, make use of any of the municipal equipment, aids and/or property, "for purposes of compliance with the conditions, which equipment, aids and/or property include, inter alia, vehicles, stationery, firearms, rooms and furniture.

19. The water and electricity required for the rendering of the services shall be provided free of charge by the municipality.

20. The contractor is responsible for the training of his/her personnel at the site in respect of the application of the guidelines of the emergency plan applicable for the specific site.

21. All keys required to obtain entry to those parts of the site where the service is to be rendered according to the conditions will be provided.

22. The contractor's personnel must at all times refrain from littering and must at all times keep the grounds and buildings occupied by them, clean, hygienic and neat. Any littering caused by the dogs used by the contractor, shall be removed by the contractor at the end of each shift.

23. Under no circumstances are security personnel allowed to carry on any trading.

24. The contractor shall not erect or display any sign, printed matter, painting, name plates, advertisement, article or object of any nature whatsoever, in or against municipal buildings or sites or any part thereof without written consent of the Council. The



contractor shall not publicly display at the site any article or object which is regarded as objectionable or undesirable.

Any sign, printed matter, printing, name plate, advertisement, article or object displayed without written consent of the municipality or which is regarded as objectionable or undesirable will immediately be removed.

25. PRO RATA DECREASE OF PAYMENT

25.1 If, at any time, the service is not rendered in accordance with the conditions of the contract or the specification, e.g. insufficient security officers provided, the right is reserved to adjust payment accordingly.

25.2 Similarly, no departure from or breach of, or failure to comply with any of the conditions, shall be deemed to be a condonation, waiving or ratification of such departure, breach or failure to comply, unless such condonation, waiving or non-fulfilment has been agreed to in writing, by the Director Corporate Services.

26. TERMINATION OF SERVICE

The stipulations of the Municipal Supply Chain Management Conditions and Procedures apply in particular to cases of failure to comply with any of the conditions of the contract, or where an unsatisfactory service is rendered.

27. Any amendment or waiving of the stipulations of the contract must occur in writing by mutual consent through the Director Corporate Services.

28. Should the contractor alienate His rights and liabilities in terms of this contract, must notify the NDM security officer immediately so that the necessary steps for the cession of the contract can be taken.

