

PART 3: SCOPE OF WORK

Document reference	Title	No of pages
	This cover page	1
C3.1	<i>Employer's Service Information</i>	18
C3.2	<i>Contractor's Service Information</i>	
	Total number of pages	19

C3.1: EMPLOYER'S SERVICE INFORMATION

Contents

Part 3: Scope of Work	1
C3.1: Employer's service Information	2
1 Description of the service	4
1.1 Executive overview.....	4
1.2 Employer's requirements for the service.....	4
1.3.1 Response to the Evolving Threat Landscape	6
1.3.2 Mitigation of Existing Security Vulnerabilities	6
1.3.5 Legislative and Operational Compliance	6
1.3.6 Physical Security Services	6
1.3.7 Access Control Management.....	7
1.3.8 Patrol and Perimeter Services	7
1.3.9 Incident Response	7
1.3.10 Emergency Management.....	7
1.3.12 Technology Roadmap and Innovation Strategy.....	7
1.4 Interpretation and terminology	8
2 Management strategy and start up.	8
2.1 The Contractor's plan for the service	8
2.2 Management meetings.....	9
2.3 Contractor's management, supervision and key people	9
2.3.1 Annual, Sick, Maternity, and Family Responsible Leave and Absenteeism.....	9
2.4 Provision of bonds and guarantees.....	10
2.5 Documentation control	10
2.6 Invoicing and payment	10
2.7 Contract change management.....	11
2.8 Records of Defined Cost to be kept by the Contractor	11
2.9 Insurance provided by the Employer.....	11
2.10 Training workshops and technology transfer.....	12
2.11 Design and supply of Equipment.....	12
2.12 Things provided at the end of the service period for the Employer's use	12
2.12.1 Equipment	12
2.12.2 Information and other things	12
2.13 Management of work done by Task Order	12
3 Health and safety, the environment and quality assurance	12

3.1	Health and safety risk management.....	12
3.2	Environmental constraints and management.....	13
3.3	Quality assurance requirements	13
4	Procurement.....	13
4.1	People	13
4.1.1	Minimum requirements of people employed	13
4.1.2	BBBEE and preferencing scheme	13
4.1.3	Supplier Development Localisation and Industrialisation –(SDL&I)	14
4.2	Subcontracting	15
4.2.1	Preferred subcontractors	15
4.2.2	Subcontract documentation, and assessment of subcontract tenders	15
4.2.3	Limitations on subcontracting	15
4.2.4	Attendance on subcontractors	15
4.3	Plant and Materials.....	15
4.3.1	Specifications	16
4.3.2	Correction of defects	16
4.3.3	<i>Contractor's</i> procurement of Plant and Materials	16
4.3.4	Tests and inspections before delivery	16
4.3.5	Plant & Materials provided “free issue” by the <i>Employer</i>	16
4.3.6	Cataloguing requirements by the <i>Contractor</i>	16
5	Working on the Affected Property.....	16
5.1	<i>Employer's</i> site entry and security control, permits, and site regulations	16
5.2	People restrictions, hours of work, conduct and records	16
5.3	Health and safety facilities on the Affected Property	17
5.4	Environmental controls, fauna & flora	17
5.5	Cooperating with and obtaining acceptance of Others	17
5.6	Records of <i>Contractor's</i> Equipment	17
5.7	Equipment provided by the <i>Employer</i>	17
5.8	Site services and facilities	17
5.8.1	Provided by the <i>Employer</i>	17
5.8.2	Provided by the <i>Contractor</i>	17
5.9	Hook ups to existing works	17
5.10	Tests and inspections	18
5.10.1	Description of tests and inspections	18
6	List of drawings.....	18
6.1	Drawings issued by the <i>Employer</i>	18
7	X17: Low Service Damages	19

1 Description of the service

1.1 Executive overview

The purpose of this contract is to appoint a qualified Contractor capable for providing integrated security services at NTCSA's Germiston Simmerpan Complex, Tower Testing Station (TTS) in Rosherville, and Duvha SOC in Mpumalanga. These facilities include both critical and non-critical infrastructure, with Simmerpan designated as a National Key Point, requiring heightened security measures and compliance with national legislation for a period of 5 years.

1.2 Employer's requirements for the service

The Contractor shall be responsible for a 60-months Outcome Based Contract (OBC) that combines advanced security technologies with physical guarding services to deliver measurable, performance-driven protection outcomes. The contract is designed to:

- Enhance security resilience across NTCSA's strategic assets by integrating surveillance, access control, intrusion detection, and rapid response systems.
- Ensure full compliance with NTCSA's technical standards, the Critical Infrastructure Protection Act (Act 8 of 2019), PSIRA regulations, and Eskom's internal security specifications.
- Transfer ownership of all installed equipment, systems, and technologies to NTCSA upon installation, with a preference for higher-specification solutions where feasible.
- Enable continuous improvement through innovation, data-driven performance monitoring, and reduction of manual guarding dependency.

The integrated security services shall be at the following critical infrastructure sites:

- Germiston Simmerpan Complex (Gauteng), including Hume Buildings, Victoria Lake Inn, Victoria Houses, and designated National Key Point (NKP) buildings.
- Tower Testing Station (TTS), Rosherville
- Duvha SOC, Mpumalanga

Physical security guards numbers required

Below are the maxim number of the security guards required for this contract.

It should be noted that the numbers shall change as the technology services is being implemented.

Site Description	Shift	Security Officer Grade
Area 1: Simmerpan Complex - NKP		
Site Manager: Armed NKP	Day shift	Grade A
S/O Supervisor: Armed NKP	Day shift	Grade B
S/O Supervisor: Armed NKP	Night shift	Grade B
S/O's Main Entrance: Unarmed	Day Shift	Grade C
S/O's Main Entrance: Unarmed	Night Shift	Grade C
Matumi Building		
S/O Armed	Day Shift	Grade B
S/O Armed	Night Shift	Grade B
National Control		
S/O Armed	Day Shift	Grade B
S/O Armed	Night Shift	Grade B

S/O Unarmed	Day Shift	Grade C
S/O Unarmed	Night shift	Grade C
S/O Unarmed Grade C Dog Handler	Day Shift	Grade C
S/O Unarmed Grade C Dog Handler	Night Shift	Grade C
K9 with kennel and all logistics required	Night Shift	
Hume 2		
S/O Unarmed	Day Shift	Grade C
Hume 1		
S/O Unarmed	Day Shift	Grade C
S/O Unarmed	Night Shift	Grade C
Engineering Building		
S/O Unarmed	Day Shift	Grade C
Simmer Centre		
S/O Unarmed	Day Shift	Grade C
Ackerman Building		
S/O Unarmed Grade C Day Shift	Day Shift	Grade C
Central Grid		
S/O Unarmed Grade C Day Shift	Day Shift	Grade C
Safety Building		
S/O Unarmed Grade C Day Shift	Day Shift	Grade C
Telecoms Warehouse		
S/O Unarmed Grade C Day Shift	Day Shift	Grade C
Real Estate Workshop		
S/O Unarmed Grade C Day Shift	Day Shift	Grade C
NTCSA Tender Office		
S/O Unarmed Grade C Day Shift	Day Shift	Grade C
School of Technology		
S/O Unarmed Grade C Day Shift	Day Shift	Grade C
Switchgear Building		
S/O Unarmed	Day Shift	Grade C
Victoria Lake Inn		
S/O Victoria Lake Inn: Unarmed Grade C	Day Shift	Grade C
S/O Victoria Lake Inn: Unarmed Grade C	Night shift	Grade C
AREA 3: ROSHERVILLE TTS		
Rosherville TTS		
S/O Unarmed	Day Shift	Grade C
S/O Armed	Night shift	Grade C

1.3 Detailed Description of the Service

1.3.1 Response to the Evolving Threat Landscape

Address the persistent and escalating threats posed by criminal activity, socio-economic instability, and political volatility. Specific risks include cable theft, equipment sabotage, land invasion, and malicious damage to property. The objective is to proactively mitigate these risks through technology-driven surveillance, rapid response, and community engagement.

1.3.2 Mitigation of Existing Security Vulnerabilities

The contractor shall be responsible for mitigating the following vulnerabilities

- Rectify known weaknesses across the sites, including:
- Non-compliance of the Matumi building with National Key Point standards.
- Absence of perimeter fencing and inadequate surveillance coverage.

1.3.3 Comprehensive Protection Scope

Ensure the protection of NTCSA's personnel, assets, information, and operational processes against current and emerging security threats. The solution shall align with the findings of the Threat and Risk Assessment and support operational continuity across all facilities.

1.3.5 Legislative and Operational Compliance

Guarantee full compliance with all applicable laws and standards, including:

- Minimum Physical Security Standards (MPSS)
- Private Security Industry Regulation Act (PSIRA Act)
- Critical Infrastructure Protection Act 8 of 2019
- Eskom's internal security specifications and technical standards

1.3.6 Physical Security Services

The Contractor shall deliver a comprehensive physical security solution tailored to site-specific risk levels and operational requirements, to ensure the protection of NTCSA's critical infrastructure, personnel, and operations,

1.3.6.1 Guard Deployment

- The contractor shall deploy trained, PSIRA-registered security personnel of the appropriate grade, aligned to the risk classification of each site (as per Table 1).
- Staffing levels shall ensure uninterrupted coverage, with provisions for shift handovers, relief personnel, and contingency planning.
- Guards shall be equipped with:
 - Standard PPE (raincoats, warm jackets, reflective gear)
 - Body-worn cameras (compliant with Eskom standards)
 - Operational tools (batons, torches, handcuffs)
 - Site-specific induction and training
 - 4x Guard houses and 4x mobile toilets
 - K9 services
 - Bulletproof vest
- Staffing shall ensure uninterrupted 24/7 coverage, including:
 - Shift handovers and relief personnel
 - Contingency planning for emergencies

1.3.7 Access Control Management

Implement and manage robust access control protocols at all entry and exit points. This includes

- Biometric and card-based authentication systems
- Visitor registration and verification
- Real-time access logs and audit trails
- Integration with License Plate Recognition (LPR) systems for vehicular access
- Anti-pass back and time-based access restrictions for sensitive zones

1.3.8 Patrol and Perimeter Services

Conduct scheduled and intelligence-driven patrols across all designated zones, including:

- Perimeter fencing, high-value asset areas, and vulnerable locations
- Use of mobile technology for GPS-tracked patrol logging
- Real-time reporting of anomalies or breaches
- Integration with AI analytics to optimize patrol routes and frequency

1.3.9 Incident Response

Provide 24/7 rapid armed response capability to all verified security alerts and emergencies. Response protocols must include:

- SLA compliance: ≤15 minutes (urban), ≤30 minutes (remote)
- Coordination with control room operators and law enforcement
- Scene preservation and evidence handling procedures
- Real-time incident escalation and reporting via secure digital platforms

1.3.10 Emergency Management

Maintain full operational readiness for a range of emergency scenarios, including:

- Sabotage, fire, land invasion, civil unrest, and infrastructure tampering
- Trained personnel in evacuation, containment, and first-response protocols
- Integration with NTCSA's emergency communication systems
- Post-incident investigation and root cause analysis reporting

1.3.11 Physical Security Services with Technology Roadmap Integration

To ensure the protection of NTCSA's critical infrastructure, personnel, and operations, the appointed service provider must deliver a comprehensive, integrated physical security solution tailored to site-specific risk levels and operational requirements. This solution must combine skilled personnel, advanced security technologies, and a strategic roadmap for continuous improvement.

1.3.12 Technology Roadmap and Innovation Strategy

The contractor shall submit and implement a Technology Roadmap that outlines how innovative solutions will be introduced, scaled, and maintained over the contract period. This roadmap must demonstrate alignment with NTCSA OBC principles and include:

Phase 1: Baseline Deployment

- Installation of CCTV, access control, alarm systems, and intrusion detection
- Commissioning of centralized monitoring infrastructure
- Integration of legacy systems into a unified platform

Phase 2: Optimization and Automation

- Deployment of AI-powered analytics for surveillance and threat detection
- Reduction of manual guarding through technology substitution
- Implementation of predictive maintenance and automated fault alerts

Phase 3: Innovation and Scalability

- Introduction of advanced technologies (e.g., drones, thermal imaging, fibre optic sensors)
- Expansion of systems to additional NTCSA sites or zones
- Continuous improvement through quarterly performance reviews and stakeholder feedback

Phase 4: Knowledge Transfer and Sustainability

- Training NTCSA personnel on system operation and basic maintenance
- Full documentation of system architecture, SOPs, and emergency protocols
- Handover of all data, licenses, and assets at contract conclusion

Expected Outcomes:

- 30–40% reduction in guard force by Year 3 through technology integration
- Improved incident detection and response rates
- Demonstrable cost savings and operational efficiency
- Full compliance with Eskom's technical specifications and innovation benchmarks

1.4 Interpretation and terminology

Abbreviation	Meaning for Abbreviation
TRE	Transmission Real Estate
IT	Information Technology
ISO	International Organization for Standardization
SOC	State Owned Company
NEC	New Engineering Contract
PDF	Portable Document Format
FAS	Fall Arrest System
FTE	Full-Time Equivalent
SHEQ	Safety Health Environment Quality
TTS	Tower Testing Station
COIDA	Compensation for Occupational Injuries and Disease Act
PSIRA	Private Security Industry Regulation Act
ROI	Return on Investment
PAPAA	Performing Animal Protection Amendment Act
OBC	Outcome-Based Contract
CCTV	Closed Circuit Television
KPI	Key Performance Indicator
NTCSA	National Transmission Company of South Africa
SCC	Security Control Centre
SSP	Security Solutions Physical
SACAA	South African Civil Aviation Authority

2 Management strategy and start up.**2.1 The Contractor's plan for the service**

The service provided must detail in writing its plan to deliver the excellent service for NTCSA throughout the entire period for the contract. The below items must form part of the site management plan:

- Health and safety management
- Time management
- Communication management
- Environmental management
- Quality management
- Emergency response
- Supplier management
- Stakeholder management
- Cost management
- Material management

The provision of security systems and services for Simmerpan, Tower Testing Station, and Duvha SOC sites for a period of sixty (60) months.

- Access arrangement
- Criminal management
- Schedules arrangement and management
- Contract Management
- Subcontractor management (if applicable)
- Housekeeping management
- Delivery management or arrangements
- Permit arrangements
- Site inspection and supervision

2.2 Management meetings

Regular meetings of a general nature may be convened and chaired by the Supply Manager as follows:

Title and purpose	Approximate time & interval	Location	Attendance by:
Risk register and compensation events	As and when required ____	TBC or Ms Teams	All relevant stakeholders (Employer and Contractor)
Overall contract progress and feedback	On monthly basis	TBC or Ms Teams	All relevant stakeholders (Employer and Contractor)
Ad-hoc meetings	As and when required	TBC or Ms Teams	All relevant stakeholders (Employer and Contractor)

Meetings of a specialist nature may be convened as specified elsewhere in this Service Information or if not so specified by persons and at times and locations to suit the Parties, the nature and progress of the *service*. Records of these meetings shall be submitted to the *Service Manager* by the person convening the meeting within five days of the meeting.

All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting. Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the *conditions of contract* to carry out such actions or instructions.

2.3 Contractor's management, supervision and key people

The Contractor is required to hire experienced supervisors and Site Manager with a proven track record in physical security operations and security technology. These specialised supervisors must possess a minimum of at least 3 years' experience in security supervision. Security Site manager should possess at least five years in a managerial level. Prior to deployment on-site to oversee activities, the qualifications, training records, and curriculum vitae of specialize security supervisors and Site manager must be submitted to the Service Manager for approval.

The Contractor is responsible for maintaining an updated organogram on-site, detailing all supervision and management both on-site and off-site for the management of this contract. Additionally, the Contractor must always maintain daily attendance registers and make them available to the Service Manager upon request.

2.3.1 Annual, Sick, Maternity, and Family Responsible Leave and Absenteeism

The Contractor shall arrange a reliever(s) to cover any of the above-mentioned absenteeism.

- No alcohol, fire arms and knives, and other life-threatening objects are allowed on NTCSA' sites.
- All contract employees shall conform with the Life Saving Rules

2.3.2 Contractor's Responsibility

Management and Supervision of all activities in execution of the contract

- Management and Supervision of all activities in execution of the contract.
- Management and Supervision access to the Working Areas and the Site;
- Management of his activities on the Sites to ensure that no interference takes place between his work and that of the *Employer* and Subcontractors
- Maintaining and promoting labour harmony on the Sites and the Working Areas and the working environment in general
- Immediately reporting of any potential labour disharmony to the *Employer's Representative*.
- Liaison with the *Employer* regarding utilities and facilities required for the supplier for site establishment
- Ensuring that the *Contractor* adheres to Quality Control Plan (QCP) requirements.
- The Contractor shall conform with Eskom's Standard "Occupational Health Contract and Contractor Management Reference 32-726
- The Contractor must comply with the Occupational Health and Safety Act, all applicable regulations and Compensation of Occupational Injuries and Diseases Act.
- Health and safety and Environmental induction is compulsory prior the start of work for each site.
- Workers shall have valid medical certificate of fitness from the occupational health practitioner.
- The Contractor shall ensure the submission of man hours at specified time to the Employer and OHS performance.
- The contractor shall ensure that employees have security clearance certificates from any accredited service provider.
- The contractor shall ensure that lifecycle management plan that will ensure that none of the hardware equipment is obsolete during the contract period.

2.3.3 Uniforms and Protective Clothing, and Equipment

- The Contractor shall supply all employees on site with its uniform colour and style for free.
- The Contractor shall supply its employees with the two sets of overalls and uniforms that is branded with the company name.
- The Contractor shall supply one pair of safety shoes – steel toe safety boots.
- All employees shall receive two jerseys warmer jackets and raincoat for rain and winter season.
- All personal protecting clothing and equipment shall be replaced as and when required – this does not mean only at the beginning of the year or financial year.
- All operators shall be equipped with safety helmets, eye and ear protection and the safety boots.
- Contractor shall ensure that its employees are wearing the relevant personal protecting equipment for the task at all the times.
- Contractor shall ensure that there's no PPE shortage on workers on site at any time.

2.4 Provision of bonds and guarantees

Not applicable

2.5 Documentation control

All Contractual Documents must have relevant Contract Number and Purchase Order Number as reference per the NTCSA SOC Limited Standards. All correspondence shall be dated and sequency numbered and distributed in accordance with a procedure as agreed and accepted by the service manager. The use of SMS, WhatsApp, and Ms Teams do not override the use of applicable and relevant NEC standards templates, forms, and NTCSA SOC Limited procedures. All invoices and service delivery notes must be in PDF format.

2.6 Invoicing and payment

Within one week of receiving a payment certificate from the *Service Manager* in terms of core clause 51.1, the *Contractor* provides the *Employer* with a tax invoice showing the amount due for payment equal to that stated in the *Service Manager's* payment certificate.

The *Contractor* shall address the tax invoice to include on each invoice the following information:

- Name and address of the *Contractor* and the *Service Manager*.
- The contract number and title.
- *Contractor's* VAT registration number.
- The *Employer's* VAT registration number 4710303126.
- Description of service provided for each item invoiced based on the Price List.
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT.
- Electronic submission of invoices via email
- Signed service delivery note(s) must accompany the required invoice(s) for payment.

2.6.1 Invoices and Additional Information

- NTCSA order number must be clearly indicated on the invoice with the line number on the order for billing.
- Only PDF invoices must be submitted.
- Each PDF file should contain one invoice, one debit, and credit note only as NTCSA's SAP system does not support more than one PDF being linked into workflow at a time.
- Only one PDF file per email (one invoice or debit note or credit note).
- Send all invoices in PDF straight from your system to an NTCSA email address (see the email address below).
- When it comes to foreign invoices, suppliers will be required to physical deliver the hard copies of original documents to the respective documentation management centers – though invoices emailed. NTCSA is still seeking clarity from the South African Reserve Bank for foreign invoices and currency. Current requirements are that these manual invoices should be submitted. Invoice copy can be sent to the email address indicated below.
- All submitted invoices electronically must comply with the Tax Requirements.
- If there is a Cost Price Adjustment on the invoice, NTCSA recommends separate invoice for CPA to avoid delays on payment, if there are issues for the CPA.
- Introduction of electronic invoicing does not guarantee payment but will ensure visibility of all invoices and ensure that no invoices get lost. If the goods receipt is not done, the invoice will be parked, and the system will automatically send an email to the end user to do good receipt. This is also tracked by NTCSA through the park invoice report.
- The Contractor can request a park invoice report from the Finance Shared Services (FSS) contact centre which can then be followed up and corrected.
- The Contractor is welcome to forward the details of invoices corrected to the FSS contact centre.
- All invoices for payment must be submitted to invoicesntcsalocal@ntcsa.co.za.

2.6.2 Follow-up with Finance Shared Services (FSS)

All queries and follow-up on invoice payments should be made by contacting the FSS Contact Centre at +27 11 800 5060 or email fss@eskom.co.za. Introducing electronic invoicing does not guarantee payment but will ensure visibility of all invoices as well as ensure that no invoices are lost. If the Goods Receipt (GR) is **not** done, the invoice will be parked, and the system will automatically send an email to the end user to do the GR. This is also tracked by NTCSA through the parked invoice report.

2.7 Contract change management

Changes to the contract will be notified and addressed as per the NEC3 – TSC3 and as per NTCSA's internal Governance Processes for approval. Modifications to work/service can only resume once NTCSA approval is obtained and as instructed by the NTCSA Representative (Service Manager).

2.8 Records of Defined Cost to be kept by the *Contractor*

As a control measure, it is required for the Contractor to maintain record keeping of all defined cost items for the purpose of compensation event management. A schedule of these cost components may not be listed in the contract price list should be provided when required.

2.9 Insurance provided by the *Employer*

Refer to Z12 in Data by Employer document.

2.10 Training workshops and technology transfer

To be advised by the service manager, as required.

2.11 Design and supply of Equipment

The Contractor bears responsibility for providing all necessary security operational equipment on-site. All equipment supplied by the Contractor must meet the SABS standard and be of good quality such as, base radio, two-way radio, safe, firearms, bullet traps, landline or mobile phone, security registers and any other equipment required.

2.12 Things provided at the end of the *service period* for the *Employer's* use

2.12.1 Equipment

At the end of the contract, all the equipment purchased through the contract by the Employer must be handed over to the Service Manager

2.12.2 Information and other things

At the end of service contract, the Contractor must provide the following information.

- Consolidated health and safety file
- Employers' investigation reports and all supporting documents
- All contracts report in relation to this service contract
- All historical invoicing and the signed delivery notes for the service
- All defined cost documents

2.13 Management of work done by Task Order

- The Contractor shall receive the task order prior the start of work on site.
- Other than emergency work requests, no works shall proceed without an approved task order.
- An approved task order shall bear the signature of Contractor representative and NTCSA Representative (Service Manager).
- Discretion of the Contractor and Supervisor shall apply in determining and interpreting emergency requests to ratify works done without an approved task order.
- The Contractor will not be compensated for works that proceed without an approved task order unless the task order is ratified at the discretion of the Service Manager and Supervisor. Reasons shall be in writing to the Contractor to request ratification for compensation events with any works done without the approved task order.

NB: No work that falls outside the approved scope of work will be undertaken without a Task Order.

3 Health and safety, the environment and quality assurance

3.1 Health and safety risk management

The Contractor shall conform and comply with the following standards and legislation below:

- Issued Health and Safety and Environment Specification.
- Basic Condition of Employment Act No. 75 of 1997.
- Occupational Health and Safety Act and Regulations No. 85 of 1993.
- 32 – 37 Eskom Substance Abuse Procedure.
- 240-62196227 Life- Saving Rules.
- 32-95 Occupational Health and Safety Incident Management.
- 32-727 SHEQ Policy.
- 32- 418 Working at Heights Procedure.
- ISO 9001: Quality management system.
- ISO 45001: Occupational Health and Safety Management System.
- Eskom's Covid-19 Health and Safety Policy statement.

- National Road Traffic Management Act.
- Eskom Risk Assessment Procedure 32-520.
- Employees Right of Refusal to Work in an Unsafe Situation Procedure 240-43843827.
- 32-136 Contractor Health and Safety Requirements
- 240-62946386 Vehicle and Driver Safety Management Procedure
- 32-520 Risk Assessment procedure
- National Key Point Act 102 of 1980.

3.2 Environmental constraints and management

The Contractor shall conform and comply with the following standards and legislation below:

- Issued Health and Safety and Environment Specification
- National Environmental Management Act 107 of 1998.
- National Environmental Management Waste Act 59 of 2008.
- Environmental Incident Management Procedure 240-133087117
- Waste Management Standard 32-245
- 32-727 SHEQ Policy
- ISO 14001: Environmental Management System

The Contractor to clean up hazardous material spillages (oil spillages)

3.3 Quality assurance requirements

The Contractor shall conform with the following standards and documents below:

- Quality Management Specification
- ISO 9001 Quality Management Systems – Requirements
- 32-727: Safety, Health, Environment, and Quality (SHEQ) Policy
- 240-12248652 Supplier Quality Management: List of Tender Returnables

4 Procurement

4.1 People

4.1.1 Minimum requirements of people employed

The minimum of Seventy (70) security personnel is required for this contract, six (6) grade B, one (1) grade A and sixty-three (63) grade C. Not applicable

4.1.2 BBBEE and preferencing scheme

The following documents are required to claim preference points,

Valid B-BBEE certificate issued by a SANAS accredited verification agency / sworn affidavit / CIPC affidavit.
“proof of B-BBEE status level of contributor” means-

- (a) The B-BBEE status level certificate issued by an authorised body or person; or
- (b) a sworn affidavit as prescribed by the B-BBEE Codes of Good Practice; or
- (c) any other requirement prescribed in terms of the Broad-Based Black Economic Empowerment Act.

All tenderers must at a minimum maintain their B-BBEE status throughout the contract period.

1. Transformation – BBBEE Improvement or Retention Plan

Transformation remains an area of focus, where NTCSA continuously strives to align itself with national transformation imperatives to unlock growth, drive industrialization, create employment and contribute to skills development.

The provision of security systems and services for Simmerpan, Tower Testing Station, and Duvha SOC sites for a period of sixty (60) months.

NTCSA encourages its suppliers to constantly strive to improve their B-BBEE rating. Whereas Tenderer/s will be allocated points in terms of a preference point system based on specific goals, NTCSA also requests that tenderer/s submits their B-BBEE improvement or retention plan within 30 days of signing the contract.

Tenderer/s are therefore requested to indicate the extent to which they will maintain (only if the respondent is a Level 1) or may improve/maintain their B-BBEE status over the contract period if their B-BBEE status is level 2 or 3. Tenderer/s with a B-BBEE status level 4 at the time of contract award, shall migrate and achieve as a non-negotiable a milestone of B-BBEE Level 3 by the end of the first year of the contract and thereafter improve their B-BBEE status level or migrate by one level higher.

Tenderer/s with a B-BBEE recognition status of Level 5 to Level 8 or non-compliant at the time of contract award, shall migrate and achieve as a non-negotiable a milestone of Level 4 by the end of the first year of the contract and thereafter improve at least one B-BBEE Level higher of each year from the second year of the contract.

Tenderer/s are requested to submit their B-BBEE Improvement Plan as an essential document within 30 days of signing the contract.

NB: A valid B-BBEE certificate or Sworn Affidavit is a condition for contract award, if your company's annual Total Revenue is R10 Million or less you qualify as an Exempted Micro Enterprise therefore you can submit Sworn Affidavit. If your annual Total Revenue is R50 Million or less, you qualify as Qualifying Small Enterprise and must comply with all of the elements of QSE score card relevant to your sector unless an entity is at least 51% Black owned you are required to obtain a Sworn affidavit. If your Annual Total Revenue is above R50m you need to submit a Valid B-BBEE certificate.

4.1.3 Supplier Development Localisation and Industrialisation –(SDL&I)

Designated Sectors

Commodity	Minimum Threshold
PPE	100%

Note: SBD 6.2 Declaration Form and Annexure C, D&E are mandatory for contract award.

Skills Development

Tenderers are required to propose against the following training initiatives:

Physical Security:

Skill Type	Entry Requirement	NTCSA Target	Supplier's Proposal
National Key Point Training	Older than 18 years Grade 10 Speak write and understand English	5	
SHEQ Representatives		10	
Site Supervisors	Matric	4	
Control Operators		6	

Technology:

Skill Type	Entry Requirement	NTCSA Target	Supplier's Proposal
System Technician	Matric	5	
System Technician Training		4	

Job Opportunities

Suppliers should propose the number of jobs to be created as a direct result of this contract. This proposal must be done in the table below:

Proposed number of jobs	Number of Jobs to be Retained

NOTE:

Preference must be given to local community to avoid disruption of the project per site. Qualifying candidates shall be currently unemployed graduates from university, Technical and Vocational Education and Training (TVET) Colleges and/or Matriculates. The skills development candidates shall be representative of the population demographics of South Africa and be sourced from within the vicinity of the station.

SDL&I Penalty and Performance Security

NTCSA will apply a penalty of 2.5% of the Contract Value for failure to meet SDL&I obligations. For the duration of the contract, Eskom will retain 2.5% of every invoice (excluding VAT) as security for the fulfilment of all SDL&I Obligations. The retained amounts shall only be released to the Contractor upon:

- NTCSA receives the SDL&I progress report/s from the contractor.
- Fulfilment of all SDL&I obligations by the contractor.
- Submission of an approved compliance report by SDL&I Department

Reporting and monitoring

- The suppliers shall on a quarterly basis submit a report to NTCSA in accordance with Data Collection Template on their compliance with the SDL&I obligations described above.
- NTCSA shall review the SDL&I reports submitted by the suppliers within 30 (thirty) days of receipt of the reports and notify the suppliers in writing if their SDL&I obligations have not been met.
- Upon notification by NTCSA that the suppliers have not met their SDL&I obligations, the suppliers shall be required to implement corrective measures to meet those SDL&I obligations before the commencement of the following report, failing which Retention clauses shall be invoked.
- Every contract shall be accompanied by the SDL&I Implementation Schedule, which must be completed by the suppliers and returned to SDL&I representative for acceptance 28 days after contract award. This will be used as a reference document for monitoring, measuring and reporting on the supplier's progress in delivering on their stated SDL&I commitments.

4.2 Subcontracting

4.2.1 Preferred subcontractors

Not applicable

4.2.2 Subcontract documentation, and assessment of subcontract tenders

Not applicable

4.2.3 Limitations on subcontracting

Not applicable

4.2.4 Attendance on subcontractors

Not applicable

4.3 Plant and Materials

4.3.1 Specifications

The contractor shall be responsible for the deployment, integration, and maintenance of all security technologies installed under this contract, ensuring full functionality and compliance with NTCSA specifications.

The Contractor can engage fairly and in bona fide in works execution by assisting the Employer with advice and recommendations on changes in technologies and industry best practices that may affect the Employer's ability to perform works as per the contract stipulation. The Contractor shall take reasonable care to acquire and maintain equipment that meets minimum legal requirements.

4.3.2 Correction of defects

The repairs of security system (technology) equipment shall be performed by accredited or competent person or Contractor as per manufacturers manual. The repairs shall not interfere with or hinder the employers' work operation on site. All the maintenance or repairs records shall be kept safely and be available at any time when employer is looking for the records. All defects identified to be corrected immediately or not more than one (1) week if the work requires special equipment.

4.3.3 Contractor's procurement of Plant and Materials

The Contractor shall purchase the equipment and materials in good faith, and for mutual benefit for both parties. The Contractor shall purchase all materials and plant from the accredited Supplier. The Employer can request at any time the data sheet and proof of purchase for the equipment purchased and supplied on site for usage. Guarantees and warranties certificate may also be required for any equipment and material supplied by Contractor to the Employer.

4.3.4 Tests and inspections before delivery

The Service Manager may request inspection during the equipment and materials arrival on site. All equipment and materials must be inspected by the Contractor together with Employer (Service Manager) during arrival before use on site. The records of inspection must be available at any request by the Service Manager.

4.3.5 Plant & Materials provided "free issue" by the Employer

Not applicable

4.3.6 Cataloguing requirements by the Contractor

Not applicable

5 Working on the Affected Property

5.1 Employer's site entry and security control, permits, and site regulations

Eskom reserves the right to subject all employees for the Contractor to a vetting and security clearance process in line with Eskom's security requirements for the site. Any person entering (Including Eskom's employee) the site of Eskom is subject to random alcohol testing to gain access to the site. All employees and vehicles that are entering or exiting the site shall be subjected to be searched by security personnel at gates or checkpoints.

The Contractor shall do criminal checks, and submit the ID copy, physical address and contact details for its employees to Eskom before deploying any employee for work activities on Eskom' site. The contractor shall inform the Service Manager prior any removal of its employees on site. The Contractor shall ensure that all equipment and material brought on site are signed in the approved Eskom security register at the security gate. The Contractor shall not remove any equipment or materials on site, prior informing the Service Manager or Supervisor.

5.2 People restrictions, hours of work, conduct and records

The provision of security systems and services for Simmerpan, Tower Testing Station, and Duvha SOC sites for a period of sixty (60) months.

Working hours shall be 12 hours shift cycle. Any other overtime shall be approved by the responsible Service Manager or Senior Supervisor. The Contractor shall keep timesheet records for its employees and relievers and be available on request by the Employer.

5.3 Health and safety facilities on the Affected Property

The Contractor shall conform with all standards and procedures for operation at the Eskom' site, e.g., Life Saving Rules, and comply with all applicable legislations on site for the OHSA Act 85 of 1993.

5.4 Environmental controls, fauna & flora

The Contractor shall conform with all standards and procedures for operation at the Eskom' site and comply with all applicable legislations on site.

5.5 Cooperating with and obtaining acceptance of Others

As per clause 25.1 of this contract (Core Clauses)

5.6 Records of Contractor's Equipment

The Contractor must report to the Service Manager and Supervisor prior or during arrival of any equipment (owned or hired equipment) on site. The Contractor shall inform the Service Manager and Supervisor prior removal any equipment (owned or hired equipment) on site. The Contractor shall keep the updated list of all the equipment. All equipment must be inspected as per all applicable legislations, and the records shall be made available at any given time required by the Service Manager or the inspector from the Department of Employment and Labour. The Contractor shall not keep on site any unused equipment. All vehicles used for business purposes must be branded, have a tracker system or mix telematic to give kilometres report, two-way radio, first aid kit, and fire extinguisher.

5.7 Equipment provided by the Employer

All the equipment and tools purchased through the contract belongs to the Employer, and the Contractor shall hand over all that equipment to the Service Manager at the end of the service contract. The Contractor shall not leave the site with the equipment or tools purchased through the contract. In case of service or maintenance required for equipment to be conducted outside site, the Contractor shall agree with the Service Manager or Supervisor on timelines and provide backup equipment.

5.8 Site services and facilities

5.8.1 Provided by the Employer

- (1) Water
- (2) Electricity
- (3) Office (for site Manager)
- (4) Changing rooms where possible
- (5) Ablution facilities

5.8.2 Provided by the Contractor

The Contractor shall supply all equipment and materials required for operation.

5.9 Hook ups to existing works

The Contractor shall conform with the requirements for Eskom's Life Saving Rules, Eskom working at Heights Procedure. The performance of works which affects the employer's operations, or the system of other contractors shall be scheduled to be performed only at times approved by the employer. The procedure for carrying out work which of necessity interrupts the employer's operation, or the system of other contractors, or imposes abnormal operating conditions of their systems, is subject to approval of the service manager.

5.10 Tests and inspections

5.10.1 Description of tests and inspections

The Contractor shall be responsible for providing the quality inspections as per the scope requirements and rectifies all defects within the agreed time. The Contractor to provide test and inspection records on approved templates by the Employer (Service Manager). The inspections and records shall comply and conform with all applicable legislative and Employer's requirements.

6 List of drawings

6.1 Drawings issued by the *Employer*

The contractor shall provide NTCSA with security systems installation drawings after commissioning.

7 X17: Low Service Damages

Incidents	Allowance / Response Time	Frequency	Target	Penalties for non-conformances
Failure to provide full applicable uniforms for the employees	None	All times	100%	R 1000 per incident
Workers on site with torn uniform.	None	All times	100%	R 500 per incident
Non-conformance with Eskom NTCSA's Life Saving Rules	None	All times	100%	R 2 000 per incident
Workers on site without NTCSA's and Contractor's SHE induction	None	All times	100%	R 1000 per person and per incident
Equipment and tools shortage on site	None	All times	100%	R 1 000 per incident
Failure to close a non-conformance & non-compliance with H&S, and Environment requirements and the applicable legislations within 60 days	Within specified period	All times	100%	R 2 000 per assessment report
Legal contraventions by Service providers with regards to the Firearm		All times		R 5000 per incident
Strike action by contract security employees within NTCSA premises		All times		R 10 000 per incident
Loss of NTCSA Assets-Theft		All times		R 5000 per incident
Usage of unregistered and non-compliant service providers that are using illegal foreign security officers that are not paid as per the PSIRA salary regulation and are untrained.		All times		R 2000 per incident