

**ANNEX TO CP\_TSSPEC\_378: CLOSE PROTECTION AND RISK INTELLIGENCE ANALYSIS SERVICES**

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a world class African city



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## 1. PURPOSE AND OBJECTIVES

1.1. The purpose of the specifications is to specify specialized security services for City Power Johannesburg which shall be provided by service providers on an 'As and When Required Basis'.

1.2. The services required are divided into two broad categories:

- a) **Close Protection Services:** The primary objective of this service is to provide physical safety and security to an official or officials who is/are at risk of physical harm, injury, attack, or even death.
- b) **Risk Intelligence Analysis:** The primary objective of the services is to provide crime risk information gathering, analysis, reporting and execution services.

## 2. NORMATIVE REFERENCES

The following documents contain provisions that, through reference in the text, constitute requirements of these specifications. At the time of publication, the editions indicated were valid. All standards and specifications are subject to revision, and parties to agreements based on this specification are encouraged to investigate the possibility of applying the most recent editions of the documents listed below.

Reference	Description
Constitution	The Constitution of the Republic of South Africa, 1996
Act no 56 of 2001	The Private Security Industry Regulation Act and its regulations
Act no 103 of 1993	The Compensation for Occupational injuries and diseases Act
Act no 85 of 1993	Occupational Health and Safety Act
Act no 51 of 1977	Criminal Procedures Act

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Act no 60 of 2000	The Firearms Control Act
Act 08 of 2019	Critical Infrastructure Protection Act [previously NKP Act (Act 102 of 1980)].
Act 18 of 2015	Criminal Matters Amendment Act
NRS: 101:2021	Guidelines to minimise theft of service-related equipment, essential infrastructure, ferrous and non-ferrous metals.
NRS 055:2021	Guidelines for Revenue Protection
ISO 31000: 2018	Risk Management Guidelines
SANS ISO 9001:2015	Quality management systems — Requirements
SANS OHSAS 18001:2011	Occupational health and safety management systems — Requirements
SANS ISO 14001:2015	Environmental management systems — Requirements with guidance for use

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SANS ISO 9001:2015	Quality management systems — Requirements
SANS OHSAS 18001:2011	Occupational health and safety management systems — Requirements
SANS ISO 14001:2015	Environmental management systems — Requirements with guidance for use

### **3. SCOPE OF WORK FOR SECURITY SERVICES REQUIRED**

The specifications categorize the scope of work into the following security services:

#### **3.1. Part A: Close Protection Services**

- 3.1.1. The purpose of this service is to render Close Protection Services to City Power officials on an as and when required basis.
- 3.1.2. The primary objective of this service is to provide physical safety and security to an official or officials who is/are at risk of physical harm, injury, attack, or even death.
- 3.1.3. The service provider shall provide a supervisor or team leader to manage the close protection services rendered.
- 3.1.4. The detailed scope of work shall include, but not limited to:
  - 3.1.4.1. Conduct meticulous itinerary planning and reconnaissance by assessing each location the client will visit, noting safe entry and exit routes, and identifying potential vulnerabilities within the environment.
  - 3.1.4.2. Analyze recent security reports, local crime rates, and potential hazards, creating a proactive security plan that aligns with the client’s schedule.

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- 3.1.4.3. Conduct vetting of local venues and verify on-site security measures, ensuring that emergency response resources are readily available if needed.
- 3.1.4.4. Anticipate risks and challenges and quickly adapt and provide seamless protection throughout the client's engagements, whether planned or impromptu.
- 3.1.4.5. Conduct protective surveillance and route management by monitoring client's surroundings closely, identifying any potential threats.
- 3.1.4.6. Conduct route management by selecting and planning safe travel routes to minimize clients' exposure to public areas and high-risk zones.
- 3.1.4.7. Develop primary and alternative routes, incorporating local knowledge and real-time intelligence to navigate potential obstacles.
- 3.1.4.8. Conduct effective threat assessment by recognizing, analysis and mitigating potential risks to client.
- 3.1.4.9. Ensure that prior to any operation, close protection officers evaluate potential risks associated with each client and destination. This should entail, but not limited to:
- a) gathering information on recent criminal activity, local unrest, or possible adversarial threats that could impact the client's security.
  - b) scrutinizing every aspect of the environment, considering factors such as visibility of the client, accessibility to secure exits, and the presence of high-risk areas nearby.
- 3.1.4.10. Conduct continuous threat monitoring and real-time risk evaluation by remaining vigilant, scan the environment for any emerging threats, suspicious behaviours or changes in atmosphere, nearby incidents or sudden developments that may affect the client.

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- 3.1.4.11. Be prepared to respond effectively to any immediate threat, ensuring the client's safety through swift, decisive action. This entails immediate threat response tactics and emergency medical and evacuation procedures, both of which are designed to manage crisis and minimize harm.
- 3.1.4.12. Ensure that when a threat arises, close protectors instantly assess the situation and deploy response techniques like protective shielding, strategic repositioning, or rapid extraction to move the client to safety.
- 3.1.4.13. Employ verbal de-escalation skills, where possible, to deter threats without physical engagement.
- 3.1.4.14. Provide emergency medical response and evacuation protocols by safely evacuating the client from threatening situations.
- 3.1.4.15. Ensure teamwork by understanding team roles and dynamics and coordination with external security forces to create a comprehensive, multi-layered protection strategy for their clients.
- 3.1.4.16. Conduct regular team briefings and debriefings to ensure all members stay informed of the latest security updates, risk assessments, and any adjustments to the client's itinerary.
- 3.1.4.17. Maintain close working relationships with law enforcement agencies and private security service providers to strengthen protection efforts, cultivate and obtain local intelligence and use such intelligence to adjust close protection services.
- 3.1.4.18. Ensure that close protectors seamlessly adapt to the lifestyle and preferences of their clients while ensuring a high level of security by:
- a) balancing protection with client comfort requires the close protectors to be flexible, discreet, and highly aware of how their presence can impact on the client's daily activities.

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b) understanding each client's unique preferences and routines and accommodating these while maintaining vigilant protection.

c) understanding the client's habits, from their preferred restaurants to their exercise routines, and integrating security plans that do not interfere excessively with their lifestyle.

3.1.4.19. Expertly handle both high-profile and low-profile situations, tailoring their approach based on the level of visibility and risk involved, this includes:

- a) In high-profile environments:
  - i) adopt a more visible presence to deter potential threats and manage crowd control effectively.
  - ii) remain alert, often coordinating with event security to ensure thorough coverage and rapid response capabilities.
- b) In low-profile environments:
  - i) blend in while still offering robust protection. This may involve dressing to match the setting or using low-profile vehicles.

3.1.4.20. Close protectors must possess rigorous training characterized by a wide range of skills to perform their duties effectively. This should include:

- a) Physical Fitness– this entails strength, endurance, and agility training to ensure they can quickly maneuver clients out of harm's way or engage in physical defense if needed.
- b) Defensive Skills – possess a variety of defensive skills, including hand-to-hand combat techniques, defensive driving, and proficiency with both non-lethal and, when necessary, lethal weapons.

3.1.4.21. The close protection officers must operate within strict legal and ethical boundaries while protecting their clients. This entails:

- a) in-depth knowledge of the legal frameworks governing their operations, including legal provisions in respect of use of force, self-defense, and the

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possession and transport of defensive weapons, like firearms or non-lethal devices.

- b) knowledge on when and how to use force legally, understanding that any action they take must be necessary and proportional to the threat at hand.
- c) respect the privacy of individuals and ensure their surveillance and protection measures do not infringe on legal rights. For example, tracking devices or surveillance tactics must be used only within the bounds of the law.

3.1.4.22. The minimum training requirements for close protection officers include:

- a) Relevant Qualification (Diplomas and Certification) (NQF 6) with 3 to 5 years' job-related experience or relevant Professional Certification/ Vocational Certificate/ Trade Certificate with 3 to 5 years' job-related experience, or Grade 12 (NQF 4) with 8 to 10 years' job-related experience.
- b) Security training (PSIRA Grade A or B) and relevant accreditation.
- c) SASETTA Accredited Training Certificate with the following Unit Standards for Close Protection Qualification:
  - i) Provide static protection to designated persons U/S 244317.
  - ii) Provide close protection to designated persons whilst in transit U/S 244319.
  - iii) Provide pedestrian escorts to designated persons within a close protection environment U/S 244327.
  - iv) Compile a threat and risk assessment for a close protection operation U/S 244330.
  - v) Provide close protection to a designated person whilst embus and debus U/S 244334.
  - vi) Explain the requirements of becoming a security service provider U/S 246694.
  - vii) Demonstrate physical defensive restraining techniques U/S 120486.

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- d) First Aid Level 3 Certificates with competency under the Unit Standard: *provide first aid as an Advance First Responder Unit Standard (U/S 376480)*
  
- e) Firearm competency certificate under the following Unit Standards:
  - i) Knowledge of the Firearms Control Act 60/2000 (U/S 117705)
  - ii) Handle and use of a handgun (U/S 119649)
  - iii) Handle and use of a handgun for business purposes (U/S 123515)
  - iv) Apply tactical knowledge in the use of a firearm (U/S 123510)
  
- f) Valid Driver's License and competency under Unit Standard: *Advanced driving skills: defensive driving (U/S 377201)*

### **3.2. Bill of Quantities for Close Protection Services**

3.2.1. Each bidder shall complete and submit a Bill of Quantities as per the Table below:

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<b>BILL OF QUANTITIES FOR CLOSE PROTECTION SERVICES</b>								
<b>Area of Responsibility</b>	<b>Resource Description</b>	<b>Qty</b>	<b>Year 1 Rates</b>		<b>Year 2 Rates</b>		<b>Year 3 Rates</b>	
			<b>Rate per hour</b>	<b>Rate per 12hour shift</b>	<b>Rate per hour</b>	<b>Rate per 12hour shift</b>	<b>Rate per hour</b>	<b>Rate per 12hour shift</b>
<b>Close Protection Services</b>	Team Leader: Close Protection Officer	1	R	R	R	R	R	R
	Close Protection Officer	1	R	R	R	R	R	R
	M5/4 Level B6 Double Cab armored vehicle	1	R	R	R	R	R	R
	M5/4 Level B6 SUV armored vehicle	1	R	R	R	R	R	R
	Soft skin escort vehicle (SUV or Sedan)	1	R	R	R	R	R	R

### **3.3. Part B: Risk Intelligence Analysis**

- 3.3.1. The primary objective of the services is to provide crime risk information gathering, analysis, reporting and execution services.
- 3.3.2. The scope of work includes, but not limited, to the following:
  - 3.3.2.1. Undertake crime information gathering on cable theft, vandalism, illegal connections and revenue protection related activities as and when assigned by City Power.
  - 3.3.2.2. Identify criminal elements and networks responsible for cable theft, vandalism, illegal connections, revenue protection crimes and their modus operandi including trading, transporting or handling of stolen materials and equipment belonging to City Power.
  - 3.3.2.3. Provide actionable crime-related information and supporting products and services.
  - 3.3.2.4. Provide security escorts to City Power officials and contractors disconnecting defaulting customers and conducting joint operations to remove illegal connections
  - 3.3.2.5. Undertake joints operations in collaboration with Law Enforcement Agencies and other security cluster stakeholders to combat cable theft and vandalism, remove illegal connections, disconnection of defaulting customers or any other revenue/ illegal connections related activities.
  - 3.3.2.6. Undertake operations to observe, identify, monitor, profile and arrest criminal elements conducting illegal connections or any revenue-related crime activities.
  - 3.3.2.7. Coordinate arrest operations with relevant law enforcement agencies.
  - 3.3.2.8. Provide necessary support services to criminal justice and prosecutorial processes and / or internal corrective actions.

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- 3.3.2.9. Create and maintain sound and working networks and partnerships with various stakeholders such as SAPS, JMPD, security service providers, adjacent electricity distributors, railway and telecommunication infrastructure providers, community policing forums, crime-watch groups, Ratepayers and Residential associations, business forums, community structures, etc.
  
- 3.3.2.10. Maintain up-to-date Case Management registers or databases containing information gathered during copper cable theft and vandalism crackdown operations.
  
- 3.3.2.11. Provide regular reports and trending analysis to City Power.
  
- 3.3.2.12. Execute any other strategies, tasks and activities as and when necessary, to combat cable theft and vandalism.
  
- 3.3.2.13. Undertake crime information gathering on fraudulent activities pertaining metering, billing and ghost vending as and when assigned by City Power.
  
- 3.3.2.14. Identify criminal elements responsible for metering, billing and vending fraud and their modus operandi.
  
- 3.3.2.15. Open SAPS criminal cases on behalf of City Power and submit necessary evidence.
  
- 3.3.2.16. Coordinate arrest operations with relevant law enforcement agencies.
  
- 3.3.2.17. Provide necessary support and services to criminal justice and prosecutorial processes and/ or internal corrective actions.
  
- 3.3.2.18. Create and maintain sound and working networks and partnerships with various stakeholders such as SAPS, JMPD, security service providers, community policing forums, crime-watch groups, Ratepayers/ Residential associations, business forums, community structures, etc.

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3.3.2.19. Maintain up-to-date Case Management registers or databases containing information gathered during illegal service connections operations.

3.3.2.20. Provide regular reports and trending analysis.

3.3.2.21. Execute any other strategies, tasks and activities as may be necessary to combat metering, billing and vending fraud.

### **3.4. Bill of Quantities for Risk Intelligence Analysis**

3.2.1. Each bidder shall complete and submit a Bill of Quantities as per the Table below:

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Area of Responsibility	Resource Description	Qty	Year 1 Rates		Year 2 Rates		Year 3 Rates	
			Rate per hour	Rate per 12hour shift	Rate per hour	Rate per hour	Rate per 12hour shift	Rate per hour
Risk Intelligence Analysis	Projects Manager/Director	1	R	R	R	R	R	R
	Security Community Liaison Officer	1	R	R	R	R	R	R
	Strategic Information Gathering Manager	1	R	R	R	R	R	R
	Information Gathering Coordinator	1	R	R	R	R	R	R
	Crime information processor	1	R	R	R	R	R	R
	Crime Information Analyst	1	R	R	R	R	R	R
	Forensic specialist	1	R	R	R	R	R	R
	Senior Forensic investigator	1	R	R	R	R	R	R
	Crime/ Forensic investigator	1	R	R	R	R	R	R
	Specialized Tactical Security Team Leader (Day shift)	1	R	R	R	R	R	R
	Specialized Tactical Security Team Leader (Night shift)	1	R	R	R	R	R	R
	Specialized Tactical Security Officers (Day shift)	1	R	R	R	R	R	R

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			Rate per hour	Rate per 12hour shift	Rate per hour	Rate per hour	Rate per 12hour shift	Rate per hour
	Specialized Tactical Security Officers ( <b>Night shift</b> )	1	R	R	R	R	R	R
	Data Coordinator	1	R	R	R	R	R	R
	Risk and Compliance Manager	1	R	R	R	R	R	R
	Technology Co-ordinator	1	R	R	R	R	R	R
	Store and Equipment technicians	1	R	R	R	R	R	R
	Information Gatherer	1	R	R	R	R	R	R
	Senior information Handlers	1	R	R	R	R	R	R
	Information Handler	1	R	R	R	R	R	R
	Strategic Source	1	R	R	R	R	R	R
	Intelligence Agents	1	R	R	R	R	R	R
	Sources/informants	1	R	R	R	R	R	R
	Legal advisor	1	R	R	R	R	R	R
	Docket carriers	1	R	R	R	R	R	R
	Admin/Support staff	1	R	R	R	R	R	R
	K9 Teams	1	R	R	R	R	R	R
	Helicopter	1	R	R	R	R	R	R

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			Rate per hour	Rate per 12hour shift	Rate per hour	Rate per hour	Rate per 12hour shift	Rate per hour
	Drone Team Leader	1	R	R	R	R	R	R
	Drone Pilot	1	R	R	R	R	R	R
	Drone, support system, license,	1	R	R	R	R	R	R
	Surveillance equipment	1	R	R	R	R	R	R
	Camera	1	R	R	R	R	R	R
	Investigation items	1	R	R	R	R	R	R
	Operational Equipment	1	R	R	R	R	R	R
	Travel Cost (Vehicles)	1	R	R	R	R	R	R
	Software/Network subscription/Communication	1	R	R	R	R	R	R
	Other (Specify)	1	R	R	R	R	R	R
<b>GRAND TOTAL</b>	<b>N/A</b>	<b>N/A</b>						