

PART 3: SCOPE OF WORK

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C3.1: *EMPLOYER'S SERVICE INFORMATION*

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3. Description of the service

3.1 Executive overview

This contract details the requirements for providing armed response, surveillance and security services at Peaking Head office situated in Pasita street, Rosenpark, Capetown.

The Services make provision for Installing and setting up of alarm systems, CCTV streams, panic buttons, Armed response and monitoring. This contract shall constitute a 5-year agreement that makes provision for the supply of labour, equipment and materials, supervision, and transportation necessary to provide the Service.

3.2 Employer's requirements for the service

The *Contractor* shall deliver armed response, after-hours monitoring, and physical security verification services at the *Employer's* facility. The service includes the installation, commissioning, monitoring, and maintenance of intrusion detection devices, panic buttons, and remote CCTV feeds. The purpose of the Service is to detect unauthorised access, ensure after-hours physical verification, provide rapid response to alarms, and safeguard the *Employer's* assets and personnel.

3.3 Service Provider's Obligations

3.3.1 Installation & Commissioning

1. Install magnetic door contacts on all external doors identified by the *Employer*.
2. Install shielded emergency panic buttons to prevent accidental activation.
3. Integrate all security devices into the *Employer's* existing alarm system.
4. Relay all CCTV camera feeds to the Service Provider's control room.
5. Test and commission all devices with the *Employer's* representative.
6. Provide labelled schematics, wiring routes, and a device register.

3.3.2 Monitoring Services

1. Monitor all door contacts and panic buttons during after-hours.
2. Monitor all CCTV feeds in real time.
3. Record all alarms and operator actions in an auditable log.
4. Notify the *Employer* immediately of any suspicious activity.

3.3.3 Physical Patrols

1. Conduct at least one (1) full site walkdown each night.
2. Verify that all windows and doors are closed and locked.
3. Ensure fences, gates, and perimeter barriers are intact.
4. Check lighting, fire hazards, water leaks, and electrical hazards.
5. Record each patrol with timestamp, officer name, route, and findings.
6. Report anomalies within 10 minutes.

3.3.4 Armed Response

1. Dispatch an armed officer immediately upon alarm activation.
2. Armed response officers to wear identifiable uniforms and carry valid ID including PSIRA cards
3. Arrive within the contracted response time.

4. Secure the premises and conduct a full inspection.
5. Engage SAPS where criminal activity is suspected.
6. Submit a written incident report within 12 hours.

3.3.5 Additional Activities

1. Maintain installed security devices.
2. Conduct monthly testing of panic buttons and alarms.
3. Provide monthly performance and compliance reports.
4. Attend monthly service review meetings.

3.3.6 Employer's Obligations

The *Employer* shall:

1. Provide access for installation and patrols.
2. Confirm operating hours and restricted zones.
3. Provide access to CCTV infrastructure.
4. Notify the Service Provider of relevant changes affecting security.

3.3.7 Service Standards

Service Standards:

1. Alarm response time: \leq [10] minutes.
2. Patrol compliance: 100% nightly.
3. Monitoring uptime: \geq 98%.
4. Fault reporting turnaround: \leq 12 hours.
5. Incident reporting: \leq 12 hours.

3.3.8 Quality Requirements

1. Maintain documented procedures for patrol execution, alarm handling, incident reporting, equipment maintenance, and personnel training.
2. Maintain device registers, logs, and compliance records.
3. Provide monthly service performance reports.

3.3.9 Legal & Regulatory Requirements

The *Contractor* must maintain compliance with:

1. PSIRA registration (company and officers).
2. Firearms Control Act.
3. POPIA for CCTV and monitoring data.
4. Applicable national and municipal regulations.

Required documentation:

1. PSIRA certificates for company and officers.
2. Firearm competency and registration documentation.
3. Proof of control room registration where applicable.
4. -Annual Regulation 79 shooting attendance certificate for each officer

3.3.10 Interface Requirements

The *Contractor* shall interface with:

1. *Employer’s* security office.
2. *Employer’s* CCTV infrastructure.
3. SAPS and emergency services where necessary.
4. *Employer’s* contractors operating after-hours.

3.3.11 Deliverables

The *Contractor* shall deliver:

1. Weekly patrol logs.
2. Daily alarm event logs.
3. Updated device register.
4. Installation and commissioning report.
5. Monthly performance reports.
6. All incident reports within 12 hours of events.

3.3.12 Training Requirements

The *Contractor* shall train personnel on:

1. Site layout and risk zones.
2. CCTV blind spots and vulnerabilities.
3. Panic button locations and testing.
4. Emergency escalation procedures.
5. *Employer’s* safety rules and standards.

3.3.13 Response time

The *Contractor* responds to any initiated alarm or suspect behaviour on the CCTV system feed immediately.

3.4 Interpretation and terminology

Abbreviation	Meaning given to the abbreviation
CCTV	Closed Circuit Television
PSIRA	Private Security Industry Regulatory Authority
SAPS	South African Police Services
POPIA	Protection of Personal Information Act