

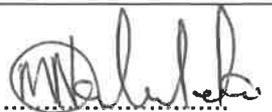


a world class African city



**TITLE SPECIFICATION FOR SECURITY SERVICE**

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**FOREWORD**

This specification was prepared by the following Work Group members:

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## 1. PURPOSE AND OBJECTIVE

City Power Johannesburg intends to appoint capable service provider/s:

- to render electricity network infrastructure protection (security) services through guarding and armed response security services;
- to gather essential infrastructure crime information and render specialized security operations which should include but not limited to: collecting and processing information on electricity network infrastructure crimes (in particular cable and equipment theft, network vandalism and illegal connections); coordinate and execute specialized security operations to prevent such crime; and in the event such crime occurs, to investigate and support the criminal justice system and prosecutorial processes in order to deter such crime within City Power's jurisdiction.
- To supply, install, monitor, repair, service, maintain and respond to alarm and CCTV systems and further provide armed reaction teams to City Power specified substations and switching stations.

## 2. MANDATE OF CITY POWER

City Power Johannesburg SOC Limited is a municipal entity wholly owned by the City of Johannesburg. City Power commenced operations on 01 January 2001 and is responsible for electricity distribution within its area of supply across the City of Johannesburg. The Company provides services to a mix of approximately 3.2 million people.

The Company's core functions include operating, maintaining and restoring electricity distribution networks; electricity network expansion and strengthening; revenue management; metering and accurate billing; cost management and exploring additional energy related services and revenue streams.

### 3. PROBLEM STATEMENT

City Power's business operations are continuously affected by essential infrastructure related crimes in the form of cable and equipment theft and vandalism as well as electricity theft in the form of meter tampering and illegal service connections. This list is not exhaustive, as crimes may also extend to internal processes within City Power, the City of Johannesburg or their appointed contractors, amongst others.

Electricity distribution is an asset intensive business, where such assets are widely dispersed and located in both private and public places. It is City Power's mandate to protect these assets and while all reasonable steps are taken to secure and protect the assets, they are inherently vulnerable to vandalism and theft and additional security measures are necessary to deter and prevent these crimes as far as possible.

The high scrap value of metals, particularly copper, has resulted in the development of organized crime networks within the scrap metal industry. Illegal connections is often driven by organized groups who illegally connect into the electricity network and illegally distribute electricity to informal households for a fee. Fighting these crimes require sophisticated crime information gathering and investigation capabilities, coupled with close cooperation with various role-players such as Eskom, other municipal electricity distributors, and infrastructure service providers in the telecom and railway industries.

These crimes cause immeasurable revenue loss and negatively affect the economy of and service delivery in the City of Johannesburg. At a macro level, electricity network infrastructure constitute national security threat due to the cascading effects and detrimental impact to other critical economic sectors and essential social services necessary for economic development and well-being of society. These sectors include, but are not limited to:

- The financial or banking sector;
- Government services – national, provincial and local government administration services;
- Water Sectors which include water supply, sewerage, sanitation and associated reticulation systems;
- Health services such as hospitals and clinics;
- Communication systems such as Telkom, Vodacom, MTN, Cell C;
- Transportation systems such as railway network and traffic lights;

- 
- Criminal justice systems which include courts, police stations and correctional centres;
  - Industrial sector and businesses;
  - Educational centres which include schools and institutions of higher learning;
  - Individual households and small businesses.

#### 4. 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
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
(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 on 1977	Criminal Procedures Act
Act no 60 of 2000	The Firearms Control Act
Act 08 of 2019	Critical Infrastructure Protection Act [previously NKP Act (Act 102 of 1980)].

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## 5. SCOPE OF SECURITY SERVICES REQUIRED

The Bid is divided into **PART A, B and C**

### 5.1. PART A: Guarding Security and Armed Response Security Services

5.1.1. The purpose of these services is to provide static security officers to safeguard City Power electricity network infrastructure assets in an integrated manner with the service required in Part B. The guarding security services is required at the following areas of responsibility:

- a) National Key Point facility,
- b) Service Delivery Centres;
- c) Bulk Intake Substations;
- d) Major Substations;
- e) Inner City Underground tunnels;

5.1.2. any other electricity network infrastructure as may be necessary which include copper cable theft hotspot areas, construction sites or any other area or place that may require placement of security officers.

5.1.3. Armed response and tactical security officers and relevant vehicles to respond to above infrastructure as well as protecting the broader electricity network infrastructure.

5.1.4. The detailed specifications and requirements for the above service is detailed under PART A of this document under the title "**Guarding Security and Armed Response Security Services.**"

### 5.2. PART B: Crime Information Gathering and Specialized Security Operations

5.2.1. The purpose of these service is to provide full-suite crime information gathering and tactical/specialized security operations in order to combat electricity network infrastructure crimes (copper cable theft and vandalism) as well as illegal electricity connections (tampering with essential infrastructure) throughout City Power electricity network infrastructure.

5.2.2. Detailed specifications and requirements for this services is detailed under PART B of this document under the title "**Request For Proposal (RFP) for Electricity Network Infrastructure Crime Information Gathering and Security Operations Services.**"

### 5.3. PART C: Local Security Contracting

- 5.3.1. The purpose of this service is to provide full-suite alarm and CCTV systems services which shall be on rental basis and include supply, installation, monitoring, repair, servicing, maintenance and response through armed reaction teams.
- 5.3.2. The above systems shall be installed in substations identified by City Power and shall include: Major substations, direct inlet substations and switching stations.
- 5.3.3. Detailed specifications and requirements for this services is detailed under PART C of this document under the title “**Local Security Contracting.**”

## PART A: GUARDING SECURITY AND ARMED RESPONSE SECURITY SERVICES

### 1 SCOPE

- 1.1 The purpose of this service is to provide static security officers to safeguard City Power electricity network infrastructure assets in an integrated manner with the service required in Part B. The guarding security services is required at the following areas of responsibility:
- 1.1.1 National Key Point facility;
  - 1.1.2 Service Delivery Centres;
  - 1.1.3 Bulk Intake Substations;
  - 1.1.4 Major Substations;
  - 1.1.5 Inner City Underground tunnels;
  - 1.1.6 any other electricity network infrastructure as may be necessary which include copper cable theft hotspot areas, construction sites or any other area or place that may require placement of security officers.
  - 1.1.7 Armed response and tactical security officers and relevant vehicles to respond to above infrastructure as well as protecting the broader electricity network infrastructure.

### 2 REQUIREMENTS

#### 2.1 National Key Point / Critical Infrastructure Protection Security Services

- 2.1.1 The Contractor shall render critical infrastructure protection services at City Power Critical Infrastructure (previously National Key Point) facility in line with the Critical Infrastructure Protection Act (Act 08 of 2019) [previously the National Key Point Act, 102 of 1980] as well as relevant directives and requirements;
- 2.1.2 The Contractor shall provide necessary security firearms and tools of trade for the security officers deployed at the Critical Infrastructure to the satisfaction of City Power;
- 2.1.3 The Contractor shall strictly execute all Critical Infrastructure Protection Security Operations Procedures issued by City Power.

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- 2.1.4 The minimum security manpower/ resource and tools of trade shall be prescribed in the relevant schedule (appended to these standards) and may be changed from time to time.
- 2.1.5 The Contractor shall be required to meet the security service standards prescribed by the South African Police Services, National Key Points and evaluated/ audited on annual basis.
- 2.2 Service Delivery Centres, Bulk Intake Substations, Major Substations, Inner-City Underground Tunnels and Other Electricity Network Infrastructure Security Services**
- 2.2.1. The Contractor shall provide armed and unarmed security officers at the above facilities and electricity network infrastructure to reduce essential infrastructure crimes (theft of and damage to essential infrastructure) in designated areas of responsibilities.
- 2.2.2. The Contractor shall supply responsible senior official or manager to serve as a nodal point between City Power and the Contractor.
- 2.2.3. The responsible senior official or project manager shall be responsible amongst other to manage the security officers supplied by the contractor and to execute all other managerial or supervisory functions as required by City Power.
- 2.2.4. The Contractor shall provide a schedule of security officers with all necessary aids and equipment as required from time to time by City Power. The number of security officers may vary depending on City Power security needs, and the Contractor shall adjust to such changes which may be at very short notices.
- 2.2.5. The Contractor shall ensure that security officers effectively and efficiently execute their security duties which shall include, but are not limited to the following:
- 2.2.5.1. Perform access control duties and patrol the premises to prevent unauthorized persons from entering, removing or interfering with any equipment or material from the premises concerned without appropriate authorization;
- 2.2.5.2. Guards are not allowed to enter buildings guarded, if locked, unless instructed to do so as part of their duties;
- 2.2.5.3. Guard and protect buildings, equipment and material against damage, theft and vandalism;

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- 2.2.5.4. Protect staff, employees, visitors and customers by preventing or minimizing risk of injury, including death;
  - 2.2.5.5. Apprehend any suspicious person on the premises and take action as mandated;
  - 2.2.5.6. Report any suspicious action or unusual occurrence to City Power Security Control Room;
  - 2.2.5.7. Guards shall be supervised on a daily basis and be equipped to perform their duties as agreed upon;
  - 2.2.5.8. Report any incident to City Power Security Control Room, supervisor and the South African Police Services;
  - 2.2.5.9. Patrol the area of responsibility in order to prevent criminal activities;
  - 2.2.5.10. Prevent and remove persons from illegal dumping, erecting structures on and occupying premises under City Power's control;
  - 2.2.5.11. Monitor security threats and risks within City Power's area of responsibility, and provide early warnings to facilitate proactive interventions;
  - 2.2.5.12. Maintain accurate records of every activity on the premises including any person entering and exiting the premises, full identification through City Power ID cards and numbers, vehicle details, job numbers, etc.
  - 2.2.5.13. Provide daily, weekly and monthly security reports.

### **2.3 Armed Response Security Services**

- 2.3.1. The Contractor shall provide armed response and tactical security officers who shall protect City Power electricity network infrastructure and personnel within City Power geographical areas of supply.
- 2.3.2. The duties of the armed response and tactical security officers shall include, but not limited to the following:
  - 2.3.2.1. Patrol several kilometres to protect and monitor underground and pole-to-ground cables to prevent theft and vandalism thereof;
  - 2.3.2.2. Patrol, inspect and monitor various load centres (chambers, transmission substations, satellite substations, miniature substations, RMUs, pillar boxes and other electrical enclosures) and key motorway lights to prevent theft and vandalism;
  - 2.3.2.3. Collect crime related information, and feed same to operational planning and execution to enhance effectiveness and efficiency of security operations plan;
  - 2.3.2.4. Conduct inspections on network infrastructure, identify vulnerabilities and advise City Power on appropriate security measures thereof;

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- 2.3.2.5. Conduct preliminary investigation on criminal activities relating to trading, transporting or handling of stolen materials and equipment belonging to City Power and feed such information to City Power and Crime Information Gathering Units for further action;
- 2.3.2.6. As part of daily operations, identify activities of criminal elements and syndicates targeting City Power electricity network infrastructure and feed into Crime Information Gathering Units for further action;
- 2.3.2.7. Identify crime syndicate hotspots where City Power materials and equipment are targeted and feed same to Crime Information Gathering Units in order initiate intelligence-driven operations to apprehend same;
- 2.3.2.8. Deploy mobile task teams in identified areas to detect and apprehend criminal elements involved in theft of or damage to City Power electricity network infrastructure;
- 2.3.2.9. Effectively compile and maintain criminal case dockets containing sufficient evidence to apprehend and initiate prosecution or any other action deemed necessary;
- 2.3.2.10. Submit processed evidence to relevant government authorities for necessary action, monitor and support relevant government authorities during criminal justice processes or actions;
- 2.3.2.11. Create and maintain sound and working networks and partnerships with various stakeholders such as SAPS, JMPD, community policing forums, crime-watch groups, ratepayers/ residential associations, business forums, community structures, etc.;
- 2.3.2.12. Assist with illegal electricity connection removals which will include the protection of staff removing the connections, the patrolling of areas to prevent reconnection of illegal connections and possible conviction of perpetrators participating in such activities;
- 2.3.2.13. Safeguard cable and infrastructure involving installations, repairs & maintenance in regard with projects and operations and only where the City Power's own staff is executing such projects or operations;
- 2.3.2.14. Respond to security incidents as reported by City Power Security Control Room or any customer.
- 2.3.2.15. Open criminal cases of essential infrastructure crimes or any other crimes committed on City Power property and provide necessary reports thereof and SAPS Case Administration Number/s.

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- 2.3.2.16. Provide armed response security service to Service Delivery Centres of responsibility in case of emergency situations.
- 2.3.2.17. Continuously conduct security risk profile of volatile areas within areas of responsibility and initiate appropriate escort and protection services to City Power field employees.
- 2.3.2.18. Initiate appropriate rescue operations in collaboration with SAPS and other stakeholders where City Power employees are under duress such as hostage situations.
- 2.3.2.19. Provide temporary static security services at specific areas as the need arises – e.g. scene of major incidents such as collapsed pylon, burnt substations, etc.;
- 2.3.2.20. Provide escort service to materials transported from field to depot, vice versa.
- 2.3.2.21. Execute any other security services as may be necessary or tasked.

### 3 QUANTITIES

- 3.1. It is expected that the minimum quantities as shown on the Schedule of Security Manpower and Resource Requirements will be required during the period of the contract. The Schedule of Security Manpower and Resource Requirements are given in good faith and without commitment from City Power Johannesburg.
- 3.2. The Contractor shall be bound to supply whatever quantities City Power Johannesburg requires during the period of the contract, irrespective of the extent by which the total quantities ordered may vary from those set out on the Schedule of Manpower and Rates.

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## 4 ADMINISTRATIVE INFRASTRUCTURE

- 4.1. The Contractor shall demonstrate the capacity to have the administrative and management infrastructure to manage and control the contract at the time of commencing of the contract.
- 4.2. The Contractor shall give access to its premises by City Power at any time for inspection. These facilities shall be acceptable for the running of a security service business and be equipped with fully functioning equipment and manned by skilled staff.

## 5 EXTENT OF WORK

- 5.1. The Contractor shall take cognizance of the fact that this is a fixed contract. Attendance of the site visit is compulsory and tenderers will be presented with a detailed list of City Power network infrastructure and facilities where the service will be rendered. The schedule of manpower and rates should provide a broad guideline of the current requirements as determined by City Power.

## 6 PLACE OF SERVICE DELIVERY

- 6.1. The current requirement of fixed positions to be manned and to be tendered for will be presented at the compulsory site briefing. The tenderer shall be in a position to provide the service within the geographical borders of City Powers' area of responsibility.

## 7 SCHEDULE OF RATES

- 7.1. The Contractor will be required to complete the Schedule of Security Manpower and Resource Requirements rates in this document.
- 7.2. All rates shall exclude Value Added Tax.
- 7.3. The schedule shall reflect a period of three years, i.e. year one, year two and year three.
- 7.4. A Schedule of Security Manpower and Resource Requirements shall be provided at the end of these specifications.

## 8 DAMAGE

- 8.1. Any damage caused, whether willful, accidental or by negligence, by the Contractor or his staff to private or City Power property shall be repaired at the Contractor's expense. Any property found damaged by others which could implicate the Contractor in any way shall be reported to City Power Security Risk Control Room before any services commences.

## 9 STANDARDS

- 9.1. In terms of this contract, Contractors and their employees utilised on the premises and electricity network infrastructure of City Power shall at all times during the term of this agreement be registered in terms of the Private Security Industry Regulation Act (Act 56 of 2001) and comply with the Private Security Industry Regulations, 2002. Certified copies of the relevant certificates shall be forwarded to City Power before commencement of the agreement.

## 10 LAWS TO APPLY

- 10.1. The contract shall in all respects be construed in accordance with the Laws of the Republic of South Africa and any differences that may arise between the client and the Contractor in regard to the contract shall be settled in the Republic of South Africa.
- 10.2. The Contractor shall comply with all Laws of the Republic of South Africa, critical amongst which are the following:
- 10.2.1 The Private Security Industry Regulation Act (Act no 56 of 2001).
- 10.2.2 The Private Security Industry Regulations, 2002, dated 14 February 2002.
- 10.2.3 The Compensation for Occupational injuries and diseases Act (Act no 103 of 1993).
- 10.2.4 All provincial ordinances and Local Authority by-laws and all relevant regulations promulgated there under having an effect on the business of the security personnel provided in terms of this contract.
- 10.2.5 The Occupational Health and Safety Act (Act no 85 of 1993). The contractor will carry out his obligations, including the appointment of officials, in accordance with the requirements of this Act.
- 10.2.6 The Criminal Procedures Act (Act no 51 of on 1977)
- 10.2.7 The Firearms Control Act (Act no 60 of 2000).

10.2.8 Critical Infrastructure Protection Act (Act 08 of 2019) [previously NKP Act (Act 102 of 1980).

10.2.9 Criminal Matters Amendment Act, (Act 18 of 2015)

**Note:** Shall any of the above be amended or replaced, the replacement or amendment shall be adhered to.

## 11 CODE OF CONDUCT

11.1. A copy of City Power's Code of Conduct shall be included as specified to form part of the standard.

## 12 REGISTERED OFFICE AND COMMUNICATION

12.1. The Contractor shall maintain a permanently based office during working hours, suitably staffed so that messages and instructions etc. may be relayed through it to the field staff. The contractor shall be in the possession of a functional cellular phone so that they may be contacted at all times.

12.2. The Contractor shall maintain a security control room that operates 24 hours a day, seven days a week and 365 days a year. The control room should be located within the City of Johannesburg jurisdiction.

12.3. The Control Room shall meet the following minimum standards:

- (a) Telephone lines.
- (b) Tablet Computer with data and ability to communicate via Whatsapp.
- (c) Base-Station Radios.
- (d) Firearms Armour/ Vault/ Safe.
- (e) Electronic or Manual Occurrence Books.
- (f) Electronic Incident and Case Management System.
- (g) Armed Response Alarm Monitoring systems.

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### **13 MANAGEMENT AND SUPERVISION**

- 13.1. The Contractor shall designate a senior official or manager to manage the security services and supervise the security officers deployed in the area.
- 13.2. The senior official or manager should be competent and have adequate experience in carrying out the work.
- 13.3. The Contractor shall supervise his own security officers by means of at least two visits by an off-site supervisor per shift. The manager should visit the site at least twice a week, one of which should be after hours. These visits shall be recorded in the weekly report. Details of such visits shall be recorded in the occurrence book provided by the Contractor and the pocket books of the security personnel visited.
- 13.4. The Contractor shall at all times be responsible and liable for the acts and omissions of his/her employees providing services to City Power in terms of this standard while they are acting within the course and scope of their duties and employment even when not on the premises of City Power.

### **14 CONFIDENTIALITY**

- 14.1. The Contractor shall ensure that City Power's interests are served at all times during the contract period. Recommendations shall be based on impartial observations, responsible opinions and pertinent facts. Any information gained by the Contractor during the course of the contract shall be kept in strict confidence and may not be used without the written permission of the City Power Chief Executive Officer.

### **15 WORKING HOURS AND RATES**

- 15.1. Shall be as prescribed

### **16 TRAINING OF CONTRACTOR'S PERSONNEL**

- 16.1. Before the effective date the Contractor shall provide satisfactory proof of certification of security personnel that will be used on this contract, where specified, which shall include, but not limited to:
  - (a) PSIRA Grades (A, B, C and D as specified)
  - (b) National Key Point Certificates as prescribed
  - (c) Firearm Competency Certificates

- (d) Armed Response Certificates
- (e) Grade 12 Certificates
- (f) South African Citizenship
- (g) SAPS Criminal Record Clearance Certificate

- 16.2. Personnel issued with firearms shall receive accredited training with such firearms at least once every six (6) months. The results of such training shall be made available to City Power on request. Personnel shall be professionally and formally trained and be able to handle and use a firearm when required.
- 16.3. City Power shall conduct random competency tests/inspections of the Contractor's personnel regarding the firearms with which they have been issued. Tests and inspections may include safety precautions, theoretical written tests, practical shooting capacity and the general conditions of the relevant firearms.
- 16.4. Personnel shall be trained and be able to handle guard/patrol dogs when required by City Power.
- 16.5. The Contractor's personnel shall, after completion of their training, have the expertise to execute their functions properly, in particular regarding but not limited to the execution of their service, including the legal aspects thereof.
- 16.6. Training shall be provided to the Contractor's personnel before the commencement date to ensure that the personnel will immediately be qualified to perform their services to the level of professional efficiency required by City Power.
- 16.7. Drivers shall be in possession of a valid driver's licence and shall be trained and be able to drive a vehicle as specified and required by City Power.

## 17 COST OF TRAINING

- 17.1. The contractor shall be responsible for all costs incurred in the training of security personnel.

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## 18 DISCIPLINARY MEASURES

- 18.1. Security personnel provided by the Contractor shall in addition to this contract be subject to the City Power Code of Conduct.
- 18.2. A breach of discipline or any negligence of duty on the part of a member of the security personnel provided by the security Contractor in terms of this agreement shall be dealt with immediately by the Contractor's management.
- 18.3. The Contractor shall notify City Power, in writing, of any such breach, failure or negligence that takes place by any personnel of the contractor.
- 18.4. The Contractor shall notify City Power in writing of the outcome of any such disciplinary proceedings.
- 18.5. Should the Contractor decide not to take disciplinary steps against a member of his personnel, the reason therefore shall forthwith be conveyed in writing to City Power.
- 18.6. In the event City Power is not satisfied by the performance of any member of the Contractor's personnel in terms of this standard, City Power shall notify the Contractor in writing thereof. The Contractor shall forthwith take appropriate steps to remedy the situation.

## 19 EQUIPMENT

- 19.1. The contractor shall provide the following communication equipment:
  - 19.1.1 In addition to the normal Security Control equipment, the contractor shall provide one smart cellphone or tablet computer with sufficient data to receive and communicate security incidents via WhatsApp or similar communication medium.
  - 19.1.2 One smart cellphone or tablet computer with data-card for each static site, e.g. bulk intake substation. The cellphone or tablet computer should always have sufficient data on 24/7 basis.
  - 19.1.3 One smart cellphone or tablet computer with datacard for each vehicle used by armed response/ tactical teams. The cellphone or tablet computer should always have sufficient data on 24/7 basis.

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- 19.2. The day-to-day security operations shall be conducted through digital communication systems linked to City Power Cyber, Incident Investigation Management System (CiiMS) and/ or MDT Forcelink System or WhatsApp communication facility.
- 19.3. The tablet computer equipment shall be used, amongst others, to:
- (a) Report on/ off duty by security officers (Time and attendance system);
  - (b) Security patrol and inspection tracking systems;
  - (c) Pre-programmed visits to hotspots and network infrastructure inspections;
  - (d) Recording and reporting security incidents, vulnerabilities, crime scenes, SAPS case numbers, and dissemination of such reports directly to City Power Security Control Room.
- 19.4. All data and information captured and stored on the cellphones or tablet computer provided as per the contract shall be and remain the property of City Power.
- 19.5. In addition to the above, the Contractor shall provide, but not limited to, all necessary equipment as follows:
- (a) Site
    - i. Occurrence Book
    - ii. Fully operational radio
    - iii. Fully operational torch
    - iv. Firearms and ammunition
    - v. Firearm control register
    - vi. Firearm safes
  - (b) Personnel
    - i. Pocket book
    - ii. City Power ID card
    - iii. PSIRA ID card
    - iv. Pen
    - v. Timepiece
- 19.6. Security personnel shall be in full uniform with identification and in possession of serviceable equipment when posted for duty.
- 19.7. The Contractor shall at its cost procure, acquire, install, and maintain in good and safe working order all services Equipment and shall have no claim based on enrichment or for compensation, or reimbursement or of any other nature whatsoever, against City Power.

19.8. A vehicle tracking system (as prescribed by City Power) to be installed in all the vehicle/s which should enable City Power Risk Control room to monitor the tracking system. The contractor will be responsible for all costs.

**20 OWNERSHIP OF OCCURRENCE AND POCKET BOOKS**

20.1. All original pages of the occurrence books and any other books shall from the moment they are being utilized become the property of City Power and shall be handed to City Power for safekeeping immediately after the books are complete.

20.2. The Contractor shall be given access to all these books on request and will be allowed to make photocopies thereof at his own cost.

**21 UNIFORMS**

21.1. The Contractor will provide his personnel with a standard company uniform consisting of at least the following attire:

<p>Male security officer:</p> <ul style="list-style-type: none"> <li>○ Baton</li> <li>○ Belt</li> <li>○ Cap/beret</li> <li>○ Handcuffs and keys</li> <li>○ Jacket</li> <li>○ Jersey</li> <li>○ Trousers (combat/step-out)</li> <li>○ Shirt</li> <li>○ Shoes/boots</li> <li>○ Socks</li> <li>○ Whistle</li> <li>○ Lanyard</li> <li>○ Rain suite</li> <li>○ Tie</li> </ul>	<p>Female security officer:</p> <ul style="list-style-type: none"> <li>○ Baton</li> <li>○ Blouse/shirt</li> <li>○ Handcuffs and keys</li> <li>○ Hat/cap/beret</li> <li>○ Jacket</li> <li>○ Jersey</li> <li>○ Shoes</li> <li>○ Skirt/ Trousers</li> <li>○ Stockings</li> <li>○ Whistle</li> <li>○ Lanyard</li> <li>○ Rain suite</li> <li>○ Tie/ Cravat</li> </ul>
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21.2. Insignia of the Contractor shall be visibly displayed on uniforms at all times.

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- 21.3. The Contractor's personnel shall at all times be in possession of a City Power ID card and a Private Security Industry Authority (PSIRA) ID card that should be displayed clearly whilst on duty.
- 21.4. When on duty the personnel provided by the Contractor shall at all times (unless otherwise authorized by the City Power) wear the uniform.

## **22 EMPLOYMENT OF PERSONNEL OF OTHER PARTY**

- 22.1. A party to this standard shall not without written approval of the other party, during the term of this agreement employ or offer to employ (or be instrumental in any third party employing or offering to employ), any person in a supervisory, managerial or senior capacity if that person was employed by the other party at any time during the term of this agreement.
- 22.2. Although the personnel provided in terms of this standards shall observe City Power's regulations, rules, operating methods and procedures while providing the service under this agreement, they shall at all times continue to be employees of the Contractor.
- 22.3. Although the Contractor's security personnel may on occasion render certain services under the supervision and control of City Power, no contractual relationship shall come into existence between such personnel and City Power. Under no circumstances or at any time shall City Power become the employer of the security personnel. No contractual obligation between City Power and the security personnel shall be created due to the fact that the personnel perform their services under the control and authority of City Power or in accordance with the client's operating methods.

## **23 INTIMIDATION**

- 23.1. It is the intention of both parties that the personnel provided in terms hereof shall not fail to carry out their duties as a result of any form of intimidation. Should the Contractor suspect intimidation of personnel, he shall take prompt action in conjunction with City Power and the South African Police Service to remedy the situation.
- 23.2. Such action shall result in immediate replacement of the personnel involved.
- 23.3. The Contractor shall forthwith notify City Power, in writing, of any form of intimidation which their personnel may be subjected to.

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## 24 INSTRUCTIONS TO THE CONTRACTOR

All verbal requests by City Power to the Contractor shall be confirmed in writing by the Contractor within the next business day.

## 25 MEETINGS

### 25.1. Weekly Liaison

The Contractor's senior official or Contract Manager shall be required to attend a regular weekly meeting with City Power to discuss the provision of these services. Meetings shall be minuted.

### 25.2. Monthly Liaison

The Contractor (represented by a managing member / Director) shall also be required to attend a meeting on a monthly basis with City Power, to discuss matters pertaining to the execution of security services by the Contractor and the administration of the standard in general. Meetings shall be minuted.

## 26 REPORTING OF INCIDENTS AND REPORTS

- 26.1. All incidents or accidents in the area of responsibility shall be immediately reported to City Power Security Control Room via the telephone, cellphones or tablet computer.
- 26.2. An electronic detailed written report of all such incidents shall be presented to City Power within twelve (12) hours after the occurrence of the said incident or accident.
- 26.3. Salient details of all incidents occurring on City Power's premises shall be recorded in the occurrence book immediately after City Power Security Control Room was informed. The pages of the occurrence book shall be numbered consecutively by the Contractor and no person shall remove any pages for any reason whatsoever.
- 26.4. Detailed written daily, weekly and monthly reports pertaining to area of responsibility shall be submitted to City Power. The reports shall include full details of any accident or incidents, which occurred during the preceding week or month.

## 27 TWO-WAY RADIOS

- 27.1. In addition to the Cellphones and/ tablet computer, the contractor shall provide hand-held two-way radios with adequate range to ensure good communications between

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any two points within the areas of responsibility, on the premises of City Power on which security services are provided.

- 27.2. The Contractor shall provide City Power before the commencement date of the service with a diagram indicating the local communication network and call signs to be used by the Contractor during the term of this agreement. Any changes in these networks or call-signs shall forthwith be brought to the attention of City Power in writing.
- 27.3. The hand-held two-way radios shall at all times be in working condition.
- 27.4. The Contractor shall at his own cost supply a base radio, to be installed at City Power Security Control Room which shall enable direct communication between City Power's personnel and the Contractor's personnel.
- 27.5. Proper radio procedures and protocols shall be used.
- 27.6. Each security officer shall also be equipped with a panic alarm button linked to security control room and armed response security officers.

## **28 TELEPHONES AND HOUSING OF CONTRACTORS EMPLOYEES**

- 28.1. The Contractor shall make his own arrangements for shelter and toilet facilities for his personnel. Under no circumstances shall housing for the Contractor's personnel be provided or erected on the property of the client, unless prior written approval has been obtained from City Power.
- 28.2. Should City Power at any time during the term of this agreement make any facility available to house personnel and/or guard dogs available to the Contractor, the Contractor shall at his own cost maintain and keep such facility during the term of this agreement in a clean, tidy and sanitary condition and shall at the termination of this agreement for whatever reason, reinstate any such facility to the same condition in which it was when handed to the Contractor.
- 28.3. The Contractor shall at his own cost make his own arrangements in respect of the installation, provision and usage costs of telephones which is required at any of City Power's premises where he is providing security services.

## **29 ACCESS CONTROL**

- 29.1. The Contractor shall at all times comply with the provisions of the Control and Access to Public Premises and Vehicles Act, 1985 (Act no 53 of 1985), as well as National Key Point Act (Act 102 of 1980) where the facility is declared an NKP.

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29.2. The search of a female under these clauses shall only be carried out by a female security personnel member in private, and should at all times be done in a courteous and dignified manner.

### **30 PROVISION OF DOGS (When required by City Power)**

- 30.1. Guard dogs (if required by City Power) shall only be of the required breed unless written approval my Employer (i.e. Doberman, Rottweiler or German shepherd) to allow training and performance as a guard/patrol dog. Dogs shall be free of diseases and sicknesses and certified as such by a registered veterinary surgeon. A certified copy of such certificate shall be made available to City Power upon request. Monthly veterinary reports on all dogs stating and certifying them fit to execute duties in terms of the agreement shall be submitted.
- 30.2. Guard/patrol dogs shall be trained by an accredited or recognized training facility, to protect their handlers, to intercept perpetrators and to be alert for intruders in their patrol area of responsibility. In general guard/patrol dogs shall be required to act as deterrent to criminal elements. Guard/patrol dogs shall also be trained to overcome obstacles.
- 30.3. Guard/patrol dogs shall at all times be under the supervision and control of the handler whilst on duty.
- 30.4. For the purpose of initial training guard/patrol dogs shall preferably be between eighteen (18) months and three (3) years of age. The age of the guard/patrol dog shall not exceed six (6) years.
- 30.5. Guard/patrol dogs shall at all times be properly kenneled, groomed and adequately fed to maintain them in a good state of health. Guard/patrol dogs which are not capable of effectively carry out the functions described above, shall be replaced within three (3) hours with other trained guard/patrol dogs who shall be able to perform the functions required. Fresh and water as well as equipment such as leads, food and water bowls choke chains and dog brush shall at all times be available.
- 30.6. Guard/patrol dogs shall at all times be handled by a qualified dog handler. A certified certificate indicating that the dog handler has successfully passed the training course in the effective handling of a guard dog shall be made available to City Power.
- 30.7. City Power shall be granted access to inspect the dog training facility

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### **31 PROVISION OF MOTOR VEHICLES (When required by City Power)**

- 31.1. The Contractor shall provide comprehensively insured roadworthy motor vehicle(s) or motorcycles with driver (s) having applicable valid driver's licences. The type of vehicle will be determined by City Power.

### **32 MAINTENANCE OF MOTOR VEHICLES**

- 32.1. Maintenance, servicing (as stipulated by the manufacturer) and mechanical repairs (hereinafter referred to as maintenance) of the motor vehicle(s), and/or motorcycle(s), including all adjustments necessary to keep the motor vehicle(s), motorcycle(s), in a roadworthy and operational condition are included in the agreement and shall be provided by the Contractor at his own cost. Service history should be made available.
- 32.2. Should any motor vehicle(s), and/or motorcycle(s), provided by the Contractor be out of service for any reason whatsoever for a period exceeding two hours the contractor shall at his own cost replace such a vehicle(s), and/or motorcycle(s).
- 32.3. The Contractor shall inform City Power immediately if any as soon as practically possible if any of his motor vehicle(s), motorcycle(s), is out of service for any reason for any period of time.

### **33 PROVISIONS OF FIREARMS (When required by City Power)**

- 33.1. The Contractor shall at all times ensure that the personnel provided to the Employer in terms of this agreement only be issued with legally authorized firearms in terms of the Firearms Control Act (Act 60 of 2000).
- 33.2. All firearms shall be accompanied by a certificate of serviceability which will be renewed at least once every twelve (12) months and shall be issued by a qualified gunsmith.
- 33.3. Only firearms registered in the name of the Contractor shall be permitted on City Power's sites. The Contractor furthermore shall guarantee that he is the lawful owner of all firearms issued to his personnel in terms of this agreement.
- 33.4. An adequate amount of ammunition shall be available on site at all times.
- 33.5. The Contractor shall at all times ensure that all firearms issued to his personnel in terms of this agreement are in clean and working condition and are properly maintained.

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- 33.6. All handguns carried by personnel shall be securely holstered. In addition, these personnel shall be equipped with bulletproof vests.
- 33.7. Firearm inspection by a competent gunsmith declaring firearms serviceable and that all the firearms to be deployed during the contract period shall comply with the Firearms Control Act 60 of 2000.

#### 34 REMUNERATION AND ALLOWANCES

- 34.1. The Contractor shall acquaint himself with any relevant wage regulating measure or statutory enactment which may be in force or which may be contemplated, affecting conditions of employment during the term of the agreement.
- 34.2. The Contractor shall provide audited proof that remuneration paid to each of their employees was adjusted by at least the amount by which the statutory wage applicable to each individual employee was increased.
- 34.3. The Contractor shall remain solely responsible for the payment of all costs pertaining to personnel, including but not limited to salaries, bonuses pension fund contributions, benevolent fund contributions, medical fund contributions and insurance premiums.
- 34.4. Salaries payable by the Contractor to his personnel shall at no stage be less than those prescribed by the current applicable wage determination in the security industry.
- 34.5. The Contractor shall be responsible for the payment of all applicable taxes, charges, duties or fees assessed or levied by any recognized authority in respect of the security personnel provided or as a result of the security personnel being provided by the Contractor in terms of this agreement and shall, on request furnish sufficient documentary proof to the client that these payments have in fact been made.

#### 35 PENALTIES

- 35.1. City Power shall impose penalties for non-compliance with the standard and contract as per the Penalty Chart referred to in **Annexure B**. The Penalty Chart shall be reviewed as and when necessary.

#### 36 BREACH

- 36.1. In the event of the contractor committing a breach of a provision of this agreement and failing to remedy such breach within 24 hours, City Power shall be entitled to immediately cancel the relevant portion of the agreement, or to cancel the whole agreement by notice in writing to the contractor.

- 36.2. If the Contractor and/or any member of his personnel contravenes or fails to comply with, any part of the conditions of this agreement, which includes the sub clauses hereunder or any other part thereof, it shall be deemed to be a breach of contract:
- a) To report for duty at the time and place as agreed upon from time to by the parties (remedial).
  - b) To continue with his/her duties until the time agreed upon.
  - c) To comply with the regulations, rules, operating methods and procedures of City Power.
  - d) Not signing on and off duty.
  - e) To wear on duty in terms of this agreement, unless the client should decide otherwise the standard uniform clothing including footwear, in a reasonable state of cleanliness and repair.
  - f) To have available when reporting for duty equipment in good working order.
  - g) To work shifts or overtime as from time to time agreed to by the parties.
  - h) To carry out instructions issued by City Power in pursuance of the regulations, rules, operating methods and procedures.
  - i) To report for duty in a sober and alert manner, without being under the influence of alcohol or drugs, or to remain in such sober and alert condition while on duty.
  - j) To timeously report incidents or to submit reports as provided for in this agreement.
  - k) To timeously complete pocket and/or occurrence books.
  - l) To have a valid firearm license/permit available when reporting for duty.
- 36.2 Any of the above shall be immediately reported to City Power by telephone, and as soon as practically possible by facsimile or email and the Contractor shall take remedial action without delay to the satisfaction of City Power. If any one or more of the failures referred to above are of such a frequency that the security service provided to City Power in terms of this agreement is adversely affected, it shall be dealt with by City Power.
- 36.3 Any of the above shall, as soon as it is practically possible, be reported to City Power by telephone or facsimile message and the Contractor shall take remedial action without delay to the satisfaction of City Power. If any one or more of the failures referred to above are of such a frequency that the security service provided to the client in terms of this agreement is adversely affected, it shall be dealt with by City Power.

36.4 Should the Contractor act in conflict with or fail to comply with any statutory provisions, regulations, by-laws, rules or program contemplated in Clause 3.10, which have a bearing on the service provided in terms of this agreement, such action or failure shall be deemed as an immediate breach of agreement.

36.5 Notwithstanding anything contained to the contrary in this agreement, should the Contractor commit any act of insolvency, assign, surrender or attempt to assign or surrender his estate or allow any default judgement against it to remain unsatisfied for seven (7) days or if the said judgement is not rescinded within fourteen (14) days of the date of the default judgement, or be liquidated or placed under judicial management or be wound up, whether provisionally or finally or make any material incorrect or untrue statement of representation in connection with any information furnished by it in respect of this agreement or the remainder of the tender document then upon the occurrence of any one (1) or more of the aforesaid events, City Power may without prejudice to any other rights he may have, elect to immediately terminate this agreement by written notice to the Contractor.

### **37 LIABILITY**

37.1. The Contractor will be held liable for all damages or losses suffered by City Power, as a result of the Contractor's own or his employees' gross negligence, omission or intent, which originates at the installation, premises or area of responsibility.

37.2. The Contractor shall be held liable for the key deliverables contained herein. City Power reserve the right to terminate the contract or introduce other measures in the event the deliverables are not achieved.

### **38 GENERAL**

38.1. The Contractor shall allow his personnel to attend and, if necessary, to testify in, court proceedings, as well as in disciplinary and arbitration proceedings should City Power deem it necessary, provided City Power has notified the Contractor within a reasonable time before the start of the proceedings that the presence of the Contractor's personnel is required by City Power.

38.2. Personnel provided by the Contractor in terms of this agreement shall be in a trained, physically fit and mentally sound condition to perform their duties.

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- 38.3. The Contractor undertakes to make the relevant provisions of this agreement known to all members of the personnel provided in terms hereof as soon as it is practically possible before the commencement of this agreement.
- 38.4. No security personnel provided by the Contractor shall, comment to the press or any other public communications media upon the business of City Power Johannesburg.
- 38.5. The Contractor shall notify City Power in writing of any change of address within five (5) days thereof.
- 38.6. The Contractor shall provide City Power with daily posting sheets immediately when required by City Power.
- 38.7. The personnel provided in terms of this agreement shall report for duty at those points indicated by City Power. These points of reporting may vary from time to time according to the operational requirements of City Power.
- 38.8. The Contractor shall be responsible for all costs incurred in the transport, deployment and posting of such personnel.
- 38.9. Training, vetting, criminal checks, issuing of uniform and equipment, issuing of City Power ID cards, standing operating procedures, shall be completed ten (10) working days before commencement of the contract.

### **39 SECURITY SCREENING**

- 39.1. City Power shall conduct security screening on the successful service provider.
- 39.2. City Power reserve the right to conduct security screening process on all security officers supplied by the contractor prior allowing them to be deployed at the City Power facilities and/or network.
- 39.3. Security Officers who have not undergone the security screening processes shall not be deployed at City Power's premises to render security service without a written consent from the responsible security manager.

### **40 DOCUMENTATION**

The Service Provider shall keep project file of the work completed and provide such to City Power with the warranty/guarantee clearly indicated. The documentation shall contain details of the work done including dates and warranty period. The documentation shall be in both electronic and paper format.

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#### **41 QUALITY MANAGEMENT**

A quality management plan shall be set up in order to assure the proper quality management of the armed security services during design, development, production, installation and servicing phases. Guidance on the requirements for a quality management plan may be found in the ISO 9001:2015. The details shall be subject to agreement between City Power and the Supplier.

#### **42 HEALTH AND SAFETY**

A health and safety plan shall be set up in order to ensure proper management and compliance of the armed security services during installation, operation, maintenance, and decommissioning phases. Guidance on the requirements of a health and safety plan may be found in OHSAS 18001:2007 standards. This is to ensure that the asset conforms to standard operating procedures and City Power SHERQ Policy. The details shall be subject to agreement between City Power and the Supplier.

#### **43 ENVIRONMENTAL MANAGEMENT**

An environmental management plan shall be set up in order to assure the proper environmental management of the armed security services throughout its entire life cycle (i.e. during design, development, production, installation, operation and maintenance, decommissioning and disposal phases). Guidance on the requirements for an environmental management system may be found in ISO 14001:2015 standards. The details shall be subject to agreement between City Power and the Supplier. This is to ensure that the asset created conforms to environmental standards and City Power SHERQ Policy.

**44 SCHEDULE OF RATES: SECURITY MANPOWER REQUIREMENTS**

Item	Description	Grade	Estimated Quantities	Unit Price (Rate) Per 12 Hour Shift	Unit Price (Rate) Per Month	Total
A. National Key Point Security	<b>Armed</b> National Key Point Security Supervisor – Day shift	B	1	R	R	R
	<b>Armed</b> National Key Point Security Supervisor – Night shift	B	1	R	R	R
	<b>Unarmed</b> National Key Point Security Supervisor – Night shift	B	1	R	R	R
	<b>Unarmed</b> National Key Point Security Supervisor – Night shift	B	1	R	R	R
	<b>Armed</b> National Key Point Security Officers - Dayshift	C	1	R	R	R
	<b>Armed</b> National Key Point Security Officers – Nightshift	C	1	R	R	R
	<b>Unarmed</b> National Key Point Security Officers - Dayshift	C	1	R	R	R
	<b>Unarmed</b> National Key Point Security Officers – Nightshift	C	1	R	R	R

B. Electricity Network Infrastructure Static Security Teams	Armed Security Supervisor - Dayshift	B	1	R	R	R
	Armed Security Supervisor - Night shift	B	1	R	R	R
	Unarmed Security Supervisor - Dayshift	B	1	R	R	R
	Unarmed Security Supervisor - Nightshift	B	1	R	R	R
	Armed Security Officers - Dayshift	C	1	R	R	R
	Armed Security Officers - Nightshift	C	1	R	R	R
	Unarmed Security Officers - Dayshift	C	1	R	R	R
	Unarmed Security Officers - Dayshift	C	1	R	R	R
C. Electricity Network Infrastructure Armed Response Security Teams	Armed Response Security Officers - Dayshift	C	1	R	R	R
	Armed Response Security Officers - Nightshift	C	1	R	R	R
<b>TOTAL</b>						<b>R</b>

**NB: Rates that are below the gazetted rate will result in those bids being rejected by City Power and rate above the PSiRA illustrative rates will be viewed as above market rates and will thus also be rejected by City Power.**

**45 SCHEDULE OF RATES: VEHICLES**



**46 AD HOC DEPLOYMENTS**

AD HOC DEPLOYMENTS AS AND WHEN REQUIRED					
	Qty	Rates Per 12 hour shift		Rates Per Month	
		Dayshift	Nightshift	Unit Price	Total
Quad Bikes					
Horses					
Dogs					

**47 TENDER PRICE FOR EVALUATION PURPOSES ONLY**

Item	Line item	Total
	<b>SECURITY MANPOWER REQUIREMENTS</b>	
	<b>VEHICLE</b>	
<b>SUB-TOTAL</b>		<b>R</b>
<b>VAT Item</b>		<b>R</b>
<b>TOTAL (Tender price)</b>		<b>R</b>

**Notes:**

1. Provision for relievers already made in quantities.
2. The rates above must be completed by the Contractor, and must exclude VAT.
3. Transport for posting of security officers at tenderers cost.
4. Ad hoc deployments are for indication purposes, will not be considered during the tender evaluation process and do not form part of the total tender price.
5. Prices review will take place annually subject to gazette sectorial price reviews.

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## **PART B: RFP FOR ELECTRICITY NETWORK INFRASTRUCTURE CRIME INFORMATION GATHERING AND SPECIALIZED SECURITY OPERATIONS**

### **1 PURPOSE**

To provide full-suite crime information gathering and specialized security operations in order to combat electricity network infrastructure crimes (copper cable theft and vandalism) as illegal electricity connections (tampering with essential infrastructure) throughout City Power electricity network infrastructure.

### **2 OBJECTIVES**

- 2.1. To reduce City Power's non-technical losses that are a result of essential infrastructure crimes (cable theft, equipment vandalism) as well as losses that result from the theft of electricity as a product (illegal service connections, meter and billing system tampering).
- 2.2. Efforts to reduce such criminal activity are expected to improve, stabilize and sustain a positive financial position for City Power.
- 2.3. To support prosecutorial processes for the comprehensive and successful prosecution of such criminals, aimed at deterring electricity infrastructure crimes within the City of Johannesburg.
- 2.4. Undertake information gathering and surveillance security operations on cable theft and vandalism as and when assigned by City Power;

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### **3 STATEMENT OF WORK / SCOPE**

The scope of work includes, but is not limited to, crime information gathering, specialized security operations and investigative capacity to address the following criminal activities:

#### **3.1. Cable Theft and Equipment Vandalism**

- 3.1.1. Undertake information gathering and surveillance security operations on cable theft and vandalism as and when assigned by City Power;
- 3.1.2. Identify criminal elements and networks responsible for cable theft and vandalism, including trading, transporting or handling of stolen materials and equipment belonging to City Power;
- 3.1.3. Provide actionable crime related information and supporting products and services;
- 3.1.4. Coordinate arrest operations with relevant law enforcement agencies;
- 3.1.5. Provide necessary support services to the criminal justice and prosecutorial processes and / or internal corrective actions;
- 3.1.6. 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.;
- 3.1.7. Maintain up-to-date Case Management registers or databases containing information gathered during copper cable theft and vandalism crackdown operations;
- 3.1.8. Provide regular reports and trending analysis to City Power;
- 3.1.9. Execute any other strategies, tasks and activities as and when necessary, to combat cable theft and vandalism.

#### **3.2. Illegal Service Connections**

- 3.2.1. Undertake crime information gathering and surveillance security operations on illegal connections as and when assigned by City Power;
- 3.2.2. Identify criminal elements responsible for illegal connections and their modus operandi;
- 3.2.3. Open SAPS criminal cases on behalf of City Power and submit necessary evidence;
- 3.2.4. Coordinate arrest operations with relevant law enforcement agencies;

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- 3.2.5. Provide necessary support and services to criminal justice and prosecutorial processes and/ or internal corrective actions;
- 3.2.6. 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.;
- 3.2.7. Maintain up-to-date Case Management registers or databases containing information gathered during illegal service connections operations;
- 3.2.8. Provide regular reports and trending analysis;
- 3.2.9. Execute any other strategies, tasks and activities as may be necessary to combat illegal service connections.

### **3.3. Electricity Theft, Metering and Billing Fraud**

- 3.3.1. Undertake crime information gathering and surveillance security operations on metering, billing and vending fraud as and when assigned by City Power;
- 3.3.2. Identify criminal elements responsible for metering, billing and vending fraud their modus operandi;
- 3.3.3. Open SAPS criminal cases on behalf of City Power and submit necessary evidence.
- 3.3.4. Coordinate arrest operations with relevant law enforcement agencies;
- 3.3.5. Provide necessary support and services to criminal justice and prosecutorial processes and/ or internal corrective actions.
- 3.3.6. 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.;
- 3.3.7. Maintain up-to-date Case Management registers or databases containing information gathered during illegal service connections operations;
- 3.3.8. Provide regular reports and trending analysis;
- 3.3.9. Execute any other strategies, tasks and activities as may be necessary to combat metering, billing and vending fraud.

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## 4 EXPECTED DELIVERABLES

It is expected of the successful service provider shall deliver on and track the following:

- 4.1. Actionable crime information reports and/or products
- 4.2. The number of surveillance operations conducted and outcomes thereof;
- 4.3. The number of cases opened and progress thereof;
- 4.4. The number of arrests effected;
- 4.5. Greater than 75% conviction rate on all arrest cases;
- 4.6. Detailed heat maps of cable theft, vandalism and/ or illegal connection;
- 4.7. Informed strategies and tactics to combat potential crime in identified areas;
- 4.8. Any other deliverable which may be relevant from time to time.

## 5 METHODOLOGY

Although not exhaustive, the service provider shall provide a business profile and detailed methodology or strategy on how to approach each deliverable / assignment. Such information shall cover amongst others:

- 5.1. Relevant knowledge and experience in undertaking and successfully executing similar tasks.
- 5.2. List of references where previous and current similar tasks were/are undertaken.
- 5.3. Detailed operational methodology and approach;
- 5.4. Skills profile, qualifications and experience of the service provider officials;
- 5.5. Skills Transfer/ Training plan spelling out skills transfer to internal staff.

## 6 RESOURCE REQUIREMENTS

Service Providers shall provide a detailed break-down of resources to be utilized in each assignment.

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## 7 PROPOSAL STRUCTURE AND FORMAT

### 7.1. Company Profile

Bidders shall provide the following organizational details in this section:

7.1.1 Background;

7.1.2 Vision, Mission and Strategy;

7.1.3 Structure (including subsidiaries, business units, parent and sister companies);

7.1.4 Location;

7.1.5 Copies of most recent financial statements (Income Statement and Balance Sheet);

7.1.6 Electricity Accounts Status (Bidder must attach the most recent electricity account statement. Bidders located within City Power's area of supply, with arrear electricity account shall not be eligible to participate in the RFP)

7.1.7 Certified copies of:

(a) COIDA Letter of good standing (valid), for the Company.

(b) Certificate of compliance (UIF) (Valid), for the Company.

(c) PSIRA Certificate for the Company.

(d) PSIRA Letter of good standing (Valid), for the Company.

(e) Fire arm licenses in company name (Must be valid or the reference application number for renewal of expired licenses) for the Company.

(f) Letter of good standing Provident Fund (Valid), for the Company.

**PART C: LOCAL SECURITY CONTRACTING**

**1 PURPOSE**

To supply, install, monitor, repair, service, maintain and respond to alarm and CCTV systems and further provide armed reaction teams to City Power specified substations and switching stations.

**2 OBJECTIVES**

- 2.1. To protect the substations against intrusion, unauthorized access, damage to, theft of or tampering with the essential infrastructure crimes.
- 2.2. To provide 24/7 security coverage for each substation where systems are installed
- 2.3. To provide daily security status report for each substation where systems are installed.

**3 SCOPE OF WORK**

To be considered, the service provider shall be registered with the Private Security Industry Regulation Authority, be in good standing, and compliant with the Firearm Control Act and be rendering a similar service in the Ward where the substation/s is/are located.

The scope of work shall be as follows:

**3.1. Major Substations and Direct Inlet Substations**

Area of Protection	Security Systems Required	Brief outline of Systems
Perimeter Fence	<ul style="list-style-type: none"> <li>• CCTV cameras</li> <li>• Perimeter Intruder Detection Alarms or Systems</li> </ul>	<ul style="list-style-type: none"> <li>• CCTV cameras shall be of high-quality with clear footages which can be used in a court of law.</li> <li>• The systems shall have Uninterrupted Power Supply (battery capacity) to provide power supply during power outages.</li> <li>• All alarm signals shall be sent to security service provider local security control centre, and armed response officers</li> <li>• The systems shall have capability to transmit alarm signals to City Power Security Control Room</li> <li>• The alarm system shall provide dashboard reflecting status of each alarm.</li> </ul>
Perimeter Gate	<ul style="list-style-type: none"> <li>• CCTV cameras</li> <li>• Perimeter Intruder Detection Alarms or Systems</li> </ul>	
High Voltage Yard	<ul style="list-style-type: none"> <li>• CCTV cameras</li> <li>• Perimeter Intruder Detection Alarms or Systems or beams</li> </ul>	
Substation Utility Rooms (Transformer Room, Control Room, Switchgear Room, Battery Room, etc)	<ul style="list-style-type: none"> <li>• Door contact alarms</li> <li>• Intruder Detection Alarms</li> <li>• Pepper-gas Alarm System</li> </ul>	

**3.2. Switching Stations**

The following security systems should be installed at City Power Switching Stations

Area of Protection	Security Systems Required	Brief outline of Systems
Switching Station Rooms	<ul style="list-style-type: none"> <li>• Door contact alarms</li> <li>• Intruder Detection Alarms</li> <li>• Pepper-gas Alarm Systems</li> </ul>	<ul style="list-style-type: none"> <li>• The systems shall have Uninterrupted Power Supply (battery capacity) to provide power supply during power outages.</li> <li>• All alarm signals shall be sent to security service provider local security control centre, and armed response officers</li> <li>• The systems shall have capability to transmit alarm signals to City Power Security Control Room</li> <li>• The alarm system shall provide dashboard reflecting status of each alarm.</li> </ul>

**3.3. CCTV and Alarm Systems Installation**

The systems shall be:

- 3.3.1. supplied and installed on rental basis, with no ownership accruable to City Power on the time of installation or in the future;
- 3.3.2. of latest technology and resilient to operate in electricity substations' environment of high, medium and low voltages;
- 3.3.3. be customizable to fit and operate in room-sized transformer/ transmission substations and confined spaces;
- 3.3.4. able to transmit via SMS, Android App or WhatsApp to City Power Security Control Room and all allocated users;
- 3.3.5. have identifiable name code (e.g. Name of substation), physical location (street addresses and GPS coordinates);
- 3.3.6. As a minimum, the alarm system supplied and installed shall be fitted with:
  - (a) Control panel
  - (b) Infrared motion sensors
  - (c) LED keypad
  - (d) Fixed panic button
  - (e) Transformer
  - (f) Battery backup
  - (g) Internal siren

**3.4. Monitoring and Armed Reaction**

- 3.4.1. Each service provider shall have a control room / centre operating 24hours a day and seven days a work where alarm signals will be sent, acknowledged and armed response activated.

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- 3.4.2. The expected reaction time for alarms shall be between 5 to 15 minutes from the time the alarm is activated. Successful service providers will sign Service Level Agreements with City Power.
- 3.4.3. The alarm system shall have automated notification via SMS to notify selected City Power representatives either by SMS and or telephone call.
- 3.4.4. For every intrusion where a suspect has been detected, the service provider shall:
- (a) Immediately arrest the suspect, notify and hand them over to SAPS;
  - (b) Immediately notify City Power Security Control Room at 011 490 7900/ 7911/7553
  - (c) The arresting security officer shall make a statement to the SAPS and duly open a criminal case on behalf of City Power.
  - (d) City Power security personnel shall provide a supporting and/or damage statements as may be necessary to support the investigation and prosecutorial process.
  - (e) The arresting security officer shall appear in court as and when subpoenaed or summoned by the competent authority.
- 3.4.5. On daily basis, the service provider shall provide a dashboard consolidating all alarms monitored and their status for the past 24/hours weekly basis. As a minimum, the report shall cover the following aspects:
- (a) Name and location of electricity network infrastructure
  - (b) Type of alarm per electricity network infrastructure
  - (c) Positive alarms where attempted or actual criminality was detected
  - (d) Any other information that may be relevant
- 3.4.6. The service provider shall designate a representative to manage the contract on their behalf and such designee shall provide a monthly report and attend monthly meetings with City Power designate official.
- 3.4.7. All armed reaction security officers shall be registered with the Private Security Industry Regulation Authority (PSIRA) and be competent to carry and utilize firearms in terms of the Firearms Control Act.
- 3.4.8. The type of vehicles and any other equipment necessary to execute the contract shall be for the account of the service provider.
- 3.4.9. The alarm systems shall be approved by the South African Intruder Detection Services Association (SAIDSA).
- 3.4.10. City Power shall not pay for the individual armed security officers nor the vehicles or kilometers travelled, but shall pay for the alarm systems installation, monitoring, reaction and maintenance as part of a monthly rental fee.

### 3.5. Maintenance, Servicing and Repair

- 3.5.1. The service provider shall service, repair and maintain all components of the alarm and CCTV system and ensure a 99.9% uptime.
- 3.5.2. The service provider shall provide City Power with a schedule of maintenance to ensure prior arrangements and supervised access to the substations.
- 3.5.3. The service provider must have the capability to provide the same service should new substations be established in the area of responsibility.
- 3.5.4. The service provider shall install and affix a signage with the company name, logo and 24/7 control room numbers. It would be preferable for signage to have the following words "the substation is monitored by XYZ security services on behalf of City Power, Johannesburg".

### 3.6. Geographical Areas

- 3.6.1. The service provider must:
  - 3.6.1.1. be existing and having a fixed central control room/ centre in a Ward within City Power geographical area of supply;
  - 3.6.1.2. be rendering a similar alarm monitoring and response services within the same Ward;
  - 3.6.1.3. Provide City Power with a list of clientele where similar service is rendered in the Ward. The list should contain the name and contact number of the client as well as brief details of the service rendered.
  - 3.6.1.4. include a geographical map in the bid documents indicating:
    - a) Location of 24/7 Security Monitoring/ Control Centre.
    - b) Location and number of households or businesses where the service of alarm monitoring and armed response is rendered.
    - c) Number of armed response vehicles deployed in the geographical.
    - d) The ward in which the service is rendered.

## 4 Training

City Power shall arrange and/ or provide necessary training for the service provider's security officers designated to respond to alarms in line with relevant Electricity Regulations.

## 5 QUALITY MANAGEMENT

A quality management system shall be set up in order to assure the quality of CCTV and Alarm system during design, development, production and servicing. Guidance on the requirements for a quality management system shall be found in the following standards: ISO 9001:2015.

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The details shall be subject to agreement between the City Power and supplier.

## **6 HEALTH AND SAFETY**

A health and safety plan shall be set up in order to ensure proper management and compliance of the CCTV and Alarm system during installation, operation, maintenance, and decommissioning phases. Guidance on the requirements of a health and safety plan may be found in OHSAS 18001:2007 standards. This is to ensure that the asset conforms to standard operating procedures and City Power SHERQ Policy. The details shall be subject to agreement between City Power and the Supplier.

## **7 ENVIRONMENTAL MANAGEMENT**

An environmental management plan shall be set up in order to ensure the proper environmental management and compliance of the CCTV and Alarm system during their entire life cycle (i.e. during design, development, production, installation, operation and maintenance, decommissioning as well as disposal phases). Guidance on the requirements for an environmental management system may be found in ISO 14001:2015 standards. The details shall be subject to agreement between City Power and the Supplier. These shall ensure that the asset created conforms to environmental standards and City Power SHEQ Policy.

**ANNEX A - Bibliography**

None

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**ANNEX B - Revision information**

<b>DATE</b>	<b>REV. NO.</b>	<b>NOTES</b>
July 2022	0	First issue
September	1	Second issue Added Part C