

THEMBISILE HANI LOCAL MUNICIPALITY



APPOINTMENT OF SERVICE PROVIDERS FOR PROVISION OF SECURITY SERVICES TO THEMBISILE HANI LOCAL MUNICIPALITY FOR A PERIOD OF 36 MONTHS.

THLM/SCM10/2026-2027/MM01

SCOPE OF WORK

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C 3.1.1 DESCRIPTIONS OF WORKS

1. SCOPE OF WORKS AND SPECIAL CONDITIONS OF CONTRACT

1.2 OVERVIEW OF THE WORKS

1. 2.1 The major work consists of provision of security services to Cluster A, Cluster B Cluster C (THLM Facilities) for the period of 36 Months.

1.3 EXTEND AND SCOPE OF WORK

1.3.1 The contract will be period of 36 Months on a 24/7 basis physical security on all municipal facilities listed on the pricing schedule and the facilities may updated from time to time.

1.3.2 The Service Provider will be responsible to provide **hourly patrolling services** to THLM facilities.

1.3.3 Searching of all vehicles moving in and out of THLM facilities.

1.3.4 To use suitable devices (metal detectors) to search staff, visitors and public members entering and leaving municipal facilities

1.3.5 Use suitable registers (Visitors Register/Employee Register and Occurrence Book) to record all incoming and outgoing vehicles, drivers and passengers inside the vehicles

1.3.6 Control movement of visitors and staff entering the municipal facilities (Effective staff, public and visitors management)

1.3.7 Effective car park management.

1.3.8 Providing support services to staff, visitor and general public

1.3.9 All Security Personnel and site Security Manager/Supervisor employed by the Security Service Provider at THLM are required to meet the following requirements:

a) The security Personnel and site Security Manager/Supervisor must be registered with the Private Security Industry Regulatory Authority (PSIRA) and be in good standing. No Security Personnel with expired PSIRA membership will be allowed to work at THLM facilities

b) Proper security and SAPS clearance shall be made of all security personnel used by the security service provider, a copy of which will be provided to THLM before all security personnel be allowed to work at the security contract. THLM reserves the right to reject any purpose security personnel based on background check information.

1.3.10 The security service provider's site security manager, shift supervisor and security personnel must be computer literate and able to read, write, speak and understand English clearly. Preferably, security personnel must be articulated, in two of the used three official languages.

1.3.11 Staffing shall be in accordance with the facilities list which will be provided by THLM. Allowances shall not be granted to compensate for additional cost or personnel required to satisfy the staffing requirements in the event of illness, personnel absence, tardiness, or relief.

1.3.12 The Security Service Provider shall be solely responsible and liable for filling these positions. Advanced notification is required of any Security Officer taking approved leave time and the Security Service Provider must provide information as to who the replacement Security Officer will be.

1.3.13 The Security Service Provider shall not be compensated for any additional services performed unless approved and authorized under separate agreement by THLM. The Security Service Provider shall make Security Personnel available to THLM, based on established scheduled hours for the proposed length of the Contract.

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- 1.3.14 The Security Service Provider shall maintain and show evidence of available utility/reinforcement officers and supervisors ready to assist THLM immediately in the event of flood, fire, natural/manmade disaster, or any other emergency.
- 1.3.15 The Security Service Provider shall supply relief officers (up to 10% of normal staffing requirements at each site location) as necessary, at no additional cost to THLM, to ensure that all the assignments are performed as required. For immediate staffing requirements that exceed 10% of normal staffing, at each site location, due to an emergency need, additional provisions may be applicable as outlined in the Contract.
- 1.3.16 THLM reserves the right to reject any employee of the Security Service Provider who is deemed as not competent. The Security Service Provider shall not be compensated for overtime paid to contract employees called in the re-staff vacated shifts that do not have a permanent officer stationed for any reason.
- 1.3.17 No Security Officer shall work more than (12) consecutive hours, in any twenty-four (24) hour period. This limitation may be waived by THLM in emergency situations that are beyond the control of the Security Service Provider.
- 1.3.18 The Security Service Provider must notify THLM about any emergency situation as it occurs, and request a waiver for each occurrence.
- 1.3.19 THLM reserves the right to require the transfer or rotation of any or all Security Officers at time intervals specified by THLM.
- 1.3.20 Security Officers may not leave Thembisile Hani Local Municipality premises at any time during the shift.
- 1.3.21 Security Officers shall bring their necessary meals for consumption on the premises.

1.3.22 Damages, Theft and Loss

- i) Any damage caused by the Service Provider or his staff to private or the THLM 's property and existing services must be repaired/replaced at the Service Provider's expense.
- ii) Any property found damaged by others which could implicate the Contractor in any way must be reported to the responsible contracts manager of the THLM before any work commences.
- iii) Any Theft and / or loss occurred in the presence of the Service Provider's employee or in the absence of his /her employee, or where the employee did not see or where the employee deserted the post/site or leave post /site unattended, must be re-imbursed by the Service Provider. THLM will fix the damaged assets or property and the amount equal to the damages, loss will be deducted as a once off amount from the next monthly invoice of the Service Provider.

1.3.23 Inspections

The Security Service Provider supervisor shall conduct regular, unannounced inspections to ensure security guard personnel compliance with established regulations. Inspections will consist of not less than one visit per shift each week

- 1.3.24 The Security Service Provider supervisor shall submit documented reports on all inspections to THLM to ensure continued supervision of each account.

1.3.25 Security Officer training

- The security service provider, at their expense, shall ensure that newly assigned officers are trained in the following areas:
 - i) Site patrol and observation techniques
 - ii) Report writing, communication skills

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- iii) Customer service and public relations
- iv) Fire safety and prevention (First aid level 2)
- v) Conflict management
- vi) Interpersonal skills
- vii) Incident investigation
- viii) Crime prevention
- ix) Handling threatening/hostile individuals
- x) Computer literacy and CCTV training
- xi) Emergency call procedures
- xii) Compiling employee log sheets to log the inspections and observations of internal and external patrols
- xiii) Operation of a two-way radio with ear and mouthpiece, cellular telephone or other device, to be able to properly communicate to the control room, fellow colleagues and general public, etc.
- xiv) Procedures for identifying and handling suspicious parcels

1.3.26 Uniforms

All security personnel assigned to the property shall be appropriately uniformed in accordance with applicable standards. Security personnel to wear a reflective jacket for visibility. The security service provider shall be responsible for all uniform costs

1.3.27 Communication equipment

The security service provider shall provide each security personnel with a reliable communication device and all necessary communication equipment such as earpieces, mouth pieces, etc. to perform their duties. This includes the Smart Push to Talk (PTT) two way radio (which uses SIM Cards) with a long distance call out capacity. Actual cost for voice lines shall be to the Security Service Provider's expenses.

The Smart PTT Two-Way Radio must be able to perform the following

- a) To send the location or GPS of the Security Guard
- b) Must also have an alarm on it
- c) Must also serve as a two-way radio
- d) Must be able to install SIM Card

1.3.28 Reporting

- a) An Extraordinary Single Incident Report must be completed when a firearm is discharged, someone is injured, or a major criminal act or significant event occurs. Security Guards should consult with Contract Supervisors to determine when a special report may be required. Any incident that requires an extraordinary Single Incident Report will also be verbally reported to the Site Security Manager immediately after the incident occurs. Written monthly reports for THLM detailing the previous month's security-related activity and crime incidents that occurred at each post shall be submitted. Specific tables, charts, summaries, etc. shall be included in these reports.

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- b) A detailed tracking and investigation system ensuring the thorough and professional monitoring and resolution of all complaints brought forth regarding the performance of the work pursuant to this Contract shall be provided.
- c) A log of all significant events that take place during the shifts shall be maintained. Each shift shall start with a new log entry listing any abnormal conditions or indicating that conditions were normal. The log shall reflect at a minimum all security, safety of building maintenance events, the time that they occurred and the corrective actions that were taken.
- d) The Security Service Provider shall issue monthly reports to THLM detailing a professional observation of current security practices. Any recommendations will be considered, at the discretion of THLM.
- e) In the case of any action or unusual incident, THLM's Agent and Contract Manager shall be notified and the incident must be recorded in the Security Occurrence Book.
- f) Each Security Officer shall sign on and off duty in the Security Register at each shift.
- g) The Security Activity Reports will be copied and sent to THLM

1.3.29 Payments

- a) Payment shall be made monthly, at the end of each month, for work previously performed and upon proper invoicing and reporting. Thembisile Hani Local Municipality has the right to withhold any payment due to short staffing of security officials or where the monthly Provision of Security Services for a period of 36 months on 24/7 basis standards were not met.

1.3.30 THLM shall not provide payment for overtime unless requested/authorized in writing by the THLM.

1.3.31 Standard Security Equipment's per Site (It's Compulsory)

- i) Fire Arm were required
- ii) Guard Monitoring System/Clocking System
- iii) Security light/Torch
- iv) Baton Stick
- v) Pepper Spray
- vi) Hand Cuff
- vii) Smart PTT Two Way Radio
- viii) Full Uniform (Corporate or Combat) Including Rain Coats, Jackets and Caps
- ix) Occurrence Book
- x) Hand Metal Dictator

1.3.32 Control Room of Service Provider

- a) The service provider must have a 24 hour dedicated control room when submitting the tender. Proof of address must be submitted with the tender documents. The control room will be inspected by THLM.
- b) The control room must have an electronic two way SMART PTT radio base set and an emergency back-up service.

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- c) The control room must have strict access control and it must be according to PSIRA standards.
- d) A PSIRA certificate for Infrastructure with regard to the control room standard must be submitted.

1.3.33 Penalties

- a) In the event of an officer required to be armed is posted without a firearm, issued with a firearm not in working order or without the necessary ammunition or an unarmed personnel member being posted in place of the required armed security personnel member, a penalty shall be imposed by the council and the non-compliance shall be deemed as a remedial breach.0
- b) Grades A, B, C and/or D personnel for specific tasks shall be required to render the service required by the council in terms of this agreement. Should it at any time during the term of this agreement or at any time thereafter be determined that personnel of a lower grade or with inadequate training or no training at all being provided, all overpayments made to the Contractor shall forthwith be recovered from the time the lower grade or untrained personnel were supplied.
- c) In the event of personnel being provided without standard equipment or without the standard equipment being clean or in working order or not being deployed according to the required procedures, the following penalties shall apply and shall be deducted by the council from the fees payable to the Contractor:

ITEM	PENALTY
Lack of Base Radio	R 300.00 per (12) hour shift, or part thereof
Lack of Battery pack	R 200.00 per shift, or part thereof
Lack of Body armour	R 200.00 per (12) hour shift, or part thereof
Lack of Cell phone	R 200.00 per (12) hour shift, or part thereof
Lack of Firearm/shotgun Including shortage of rounds	R 500.00 per (12) hour shift, or part thereof
Flashlight and or adequate batteries	R 200.00 per shift, or part thereof
Hand radio/Radio Not Working	R 300.00 per (12) hour shift, or part thereof
Lack of Hand-Cuffs	R 200.00 per shift,
Lack of Baton Stick	R 200.00 per shift,
Lack of Pepper Spray	R 200.00 per shift,
Lack Mobile radio	R 300.00 per (12) hour shift, or part thereof
Lack Supervisor Motor vehicle	R1000.00 per (12) hour shift, or part thereof
Part of standard uniform/ Incomplete Uniform	R 200 per shift, or part thereof
Pocket book and/or pen	R 200.00 per shift, or part thereof
Late posting	R 200.00 per 10 minutes accumulative times by number of guards posted late
Lack of Spotlight/Torch	R 200.00 per shift
No proper or wrong O.B entry	R 500 .00 per entry
Deserting of Post	R 1 500.00
Failure to submit Incident report within 24Hours	R300 per Hour, until the Incident report is submitted
Lack of Guard Monitoring System/Clocking Points system	R 300.00 per (12) hour shift
None Posting per shift	Half of Monthly Payment per guard plus

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NATURE OF INCIDENT	PENALTY
Non-attendance of weekly and monthly meetings	Written warning to maximum 3 times will lead to termination of contract.
Failure to submit reports as determined by the contract or as agreed on	R 1000.00
Failure to adhere to supervisory visits as scheduled	R 1000.00
No occurrence book entries or incorrectly captured	R 500.00 per page on which any number of faults found
Failure to report incident	R2500.00
No daily posting sheets received	R 500.00
Desertion of post	R 1000.00

NB: The above fines will be accompanied by Warning/Dissatisfaction letter/Poor Performance Letter

Any fine which is repeated 4 times within 12 Months (a year) will be regarded as a breach of contract in terms of the signed Service Level Agreement.

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